

# Course Outline | ITIL 4 Foundation Certification Training

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1 day(s)

## Overview

### Course Contents

The internationally recognized ITIL framework is the best-known approach to IT service management. It focuses on the processes, functions, and capabilities required to support IT services in business, and enables ITIL certification.

IT service management is an increasingly important area of study for all IT professionals. IT managers are realizing that, whatever the technology in use, the requirements to manage that technology efficiently and effectively and to deliver services that are aligned to the business requirement have never been more important.

For most IT staff members, the ITIL certification for Foundation is now regarded as an essential addition to their resumes, with many job ads specifying the foundation qualification as a mandatory requirement.

This course provides foundation level training for IT staff and customers of IT to gain an understanding of the ITIL terminology. Participants will gain knowledge of the ITIL service lifecycles and the ITIL processes, roles, and functions. They will also gain an understanding of how the service life cycles provides effective and efficient IT services that are aligned to, and underpin, business processes. The course covers the full syllabus, preparing students to gain a deeper understanding of the ITIL framework, and by providing the information you need to pass the ITIL Foundation certification exam.

The course takes you through the ITIL terminology, structure, concepts and processes to achieve ITIL Certification at Foundation level.

### Pre-requisites

- This course does not require any existing knowledge of the ITIL framework
- There are no mandatory pre-requisites for the exam

### Exam details

- Exam format and duration: 60 minutes, closed book, multiple choice (extra time is available for non-native English speakers)
- Exam pass mark: 65% (26/40 questions)
- Exam value: 2 ITIL credits

## Course Outline

Course outline:

- Understand the key concepts of service management.
- Understand how the ITIL guiding principles can help an organization adopt and adapt service management.
- Understand the four dimensions of service management.
- Understand the purpose and components of the ITIL service value system.
- Understand the activities of the service value chain, and how they interconnect
- Know the purpose and key terms of 15 ITIL practices
- Understand 7 ITIL practices
- Review of exam questions and answers
- ITIL 4 Foundation Exam