



ITIL v4 Foundation - 3 Days

Course Overview

The ITIL® 4 Foundation Certificate course provides comprehensive first-level training for anyone involved in provision, support, or delivery of IT-enabled services in a modern digital organisation. It teaches the fundamentals of the very latest version of the most widely adopted guidance on **IT service management (ITSM)** in the world

ITIL 4 Foundation introduces delegates to the Service Value System (SVS) which describes how all the components and activities of the organisation work together as a system to enable value creation. The ITIL SVS supports many work approaches, such as Agile, DevOps and Lean as well as traditional process and **project management**, with a flexible value-oriented operating model.

The course comprises interactive learning sessions, exercises that reinforce the knowledge gained and practice exam questions. In preparation for taking the exam, delegates will need to plan to spend 90-120 minutes each evening on revision and example examination questions.

Target Audience

This course is aimed at all levels of IT professionals, customers and users involved in the provision or receipt of IT Services in any organisation.

Prerequisites

Learners undertaking this course will be provided with an eBook of the official course manual to support their learning, instructions on how to access the eBook will be provided with the course joining instructions. Please ensure you bring a device such as a mobile phone, tablet or laptop to access your course material on, as you will need this for use in the evenings to help with knowledge retention and exam preparation.

Mobile devices are not required for use in the classroom itself. For open book exams learners are permitted to use a second device to access the official course manual, the use of dual monitors is not permitted during the exam.

ITIL 4 Foundation Certificate pre-course work

You will be provided with pre-course work by email prior to attending the course. Your success on the course will be enhanced by close attention to these pre-course materials. It is recommended that you spend 1 hour working through the pre-course work.



If you have not received your pre-course work within one week of the start of your course, please contact your Account Manager or info@inspiringways.com

Proof of identification

In order to be eligible to take the associated exam, you are required to provide a valid, government-issued photo ID with a valid signature (e.g. a driving licence or passport), prior to sitting your exam. Failure to produce this ID will result in your examination unable to go ahead and you will be subject to charges from the Exam Board.

Reasonable adjustments policy

The exam provider allows additional time for candidates who have a disability or whose native language differs to that of the examination paper. Please contact us for full details and how to apply. At least two weeks' notice will be required for processing this request.

Learning Outcomes

At the end of this three-day course, attendees will have an understanding of the following:

- Key concepts in the ITIL 4 framework that build upon Lean, Agile, DevOps and other practices, and how these enable business value to be co-created.
- The seven guiding principles of ITIL 4
- ITIL service value system
- The four dimensions of service management
- The ITIL practices with a focus on 15 of these, of which 7 will be covered in detail

Course Timings

09:30am – 5:00pm

Course Outline

- The ITIL® 4 Foundation Certificate course provides comprehensive first-level training for anyone involved in provision, support, or delivery of IT-enabled services in a modern digital organisation.
- The ITIL 4 Foundation course teaches the fundamentals of the very latest version of the most widely adopted guidance on IT service management (ITSM) in the world.
- ITIL 4 Foundation introduces delegates to the Service Value System (SVS) which describes how all the components and activities of the organisation work together as a system to enable value creation. The ITIL SVS supports many work approaches, such as Agile, DevOps and Lean as well as traditional process and project management, with a flexible value-oriented operating model.



- The course includes a 60-minute, closed-book, 40-question multiple-choice exam, conducted online and scheduled at the learner's convenience. The pass mark is 65% and the exam is invigilated virtually by PeopleCert.
- The exam is not automatically scheduled as a part of the course delivery. Course attendees are given a code to redeem and are required to schedule the exam, with PeopleCert, at a time that is most convenient to them. However, should an attendee wish to book the exam before they attend the course then this can be booked from 3pm onwards on day 3 of the course.
- PeopleCert exams take place remotely via PeopleCert Online Proctoring. When booking your exam please ensure that it is for a time after the course has concluded. You will be required to download and install ExamShield and conduct a compatibility test prior to sitting the exam.