

## ITIL® Foundation Certificate in IT Service Management



**Course Duration** : 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

#### Course materials

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. If attending a face-to-face course, 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 us on [support@ittrainingsolutions.co.uk](mailto:support@ittrainingsolutions.co.uk)

#### 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 exam results being withheld until proof of ID is provided. Please note that if proof is not provided within 40 days, your exam results will be null and void and a re-sit would be required.

#### 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. At least two weeks' notice will be required for processing this request.

Learners failing to advise IT Training Solutions and provide evidence when requested, may not be allowed the additional support offered via the policy. To discuss further please call on 0191 3778377.

## Objectives

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 Content

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- 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.
- PeopleCert exams take place remotely via PeopleCert Online Proctoring, and the afternoon of the last day of your course will continue with your learning until approximately 4.00pm. When booking your exam please ensure that it is for a time after the course has concluded and at a time convenient for you. You will be required to download and install ExamShield and conduct a compatibility test prior to sitting the exam.

## Special Notices

Please note: PeopleCert are offering remotely proctored online exams for all candidates. Once registered by the exam administration team you will receive an exam registration email directly from PeopleCert. This email will contain the necessary instruction on how to schedule your exam.

Official course manuals will be provided as an eBook resource for learners undertaking this course.

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.

\*\*\*Please note that due to the current high demand for online exams, there may be limited time slots available. Delegates are invited to contact Peoplecert directly regarding the provision of additional sessions. We would recommend delegates follow this process and re-access the live calendar regularly as Peoplecert will add additional sessions where demand dictates. \*\*\*