

IT4IT™ FOUNDATION

DELIVERY METHODS AVAILABLE:

- Self-Paced e-Learning

EXAM TYPE:

- Closed book and multiple choice
- **FREE** combined Pearson Vue exam voucher
- in-course mock exams and quizzes

PREREQUISITES:

None

LANGUAGE:

English

ACCREDITED BY:

THE **Open** GROUP

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Gain knowledge of the terminology, structure, and basic concepts of the **IT4IT™ Standard**, and understand the core principles of the IT4IT™ Reference Architecture and the IT Value Chain!



WHO IS THIS COURSE AIMED AT?

Anyone wishing to learn the basics and core concepts of the IT4IT standard including the four value streams in depth: Strategy to Portfolio, Requirement to Deploy, Request to Fulfill and Detect to Correct.

This is an accredited online training course, designed by experts to prepare you with everything you need to become certified in IT4IT at foundation level.

- Module 6: The Requirement to Deploy Value Stream
- Module 7: The Request to Fulfill Value Stream
- Module 8: The Detect to Correct Value Stream
- The IT4IT Certification Program



ACCREDITATION

This Good e-Learning IT4IT™ Foundation course is accredited by The Open Group.



IS THERE AN EXAM?

Yes. Before you become level 1 certified you will need to take a Foundation exam.

The exam is closed book and multiple choice consisting of 40 questions over a time limit of 60 minutes.

The pass-rate for the exam is 65%: you must get 26 out of 40 questions correct.

Included with the course is a free voucher for the exam, which can be taken at authorized Pearson Vue test centers around the world.



WHAT WILL YOU LEARN?

The purpose of this course is to provide validation that the candidate has gained knowledge of the terminology, structure, and basic concepts of the IT4IT Standard in order to pass the IT4IT Foundation (level 1) exam.

In addition, students must understand the core principles of the IT4IT Reference Architecture and the IT Value Chain.

The course consists of 9 modules:

- Module 1: IT4IT Overview
- Module 2: Definitions (understand key terminology)
- Module 3: Basic Concepts (Value Streams & Reference Architecture)
- Module 4: IT4IT Core (the Reference Architecture at high level)
- Module 5: The Strategy to Portfolio Value Stream



AWARENESS: IT4IT™

DELIVERY METHODS AVAILABLE:

- Self-Paced e-Learning

EXAM TYPE:

- No formal examination
- Mock exams and quizzes

PREREQUISITES:

None

LANGUAGE:

English

AWARDED BY:

This course is designed to brief you with all the need-to-know knowledge about The Open Group's **IT4IT™** standard. Completing this online course will leave you aware, confident and informed about what the IT4IT standard is, its background, how it works and what it can do for you and your organization.



WHO IS THIS COURSE AIMED AT?

You should take this course if:

- You are in a role where you need to understand IT4IT, its content, context, activities and benefits, but you do not need to be a certified practitioner
- You have a group of sponsors, decision-makers or stakeholders that need to be aware of the value, and benefits of an IT4IT project
- You need to 'sell' IT4IT internally within your organization
- You want to know more about the IT4IT standard before committing to the full Foundation training and examination



WHAT IS THE IT4IT STANDARD

The IT4IT standard consists of a formal IT operating model, based on the value chain approach, known as the IT Value Chain, and a three-level functional reference architecture encompassing four major IT value streams.

Applying value chain thinking to your operations allows you to see where your weaknesses are, where the bottlenecks are and where your greatest opportunities are to improve.

It gives you prescriptive guidance on how to manage your service models and lifecycles, and what kind of systems to put in place.



10 REASONS TO IMPLEMENT THE IT4IT STANDARD

- More successful projects
- Improved stewardship and control of IT Investments by linking investments in IT to business drivers and business benefits
- Improved selection and prioritization of projects and IT initiatives, highlighting those that provide the highest business value
- The faster delivery of fixes or patches to resolve production problems
- Reduced development and maintenance cost due to better control on customizations and configuration changes
- Better quality of software due to improved communication and collaboration with stakeholders, leading to...
- ...Improved customer experience and satisfaction
- Faster delivery of requested services with fewer errors
- Fewer unplanned/ad hoc activities or emergency changes
- Less need for users to call the service desk, and reduced support costs, by providing self-service and self-help capabilities to the user community

