# ITIL® 4 Foundation

### Introduction

IT Service Management (ITSM) is crucial to the success of many of the world’s leading organizations, and ITIL is the world’s most popular framework for ITSM. That means that if you want to demonstrate your expertise in ITSM, you need to be up-to-date with your ITIL knowledge.

ITIL, or ‘Information Technology Infrastructure Library’, is a framework of best practices. It provides organizations with directions to effectively manage and optimize their IT services.

This ITIL Foundation Certification course provides professionals with in-depth knowledge of the most recent version of the framework. ITIL 4 covers the end-to-end operating processes of creating, delivering and continually improving IT products and services.

### More about the course

ITIL 4 retains the key elements of the ITIL v3 framework, but takes a more practical and modern approach. ITIL 4 moves the delivery model from a traditional process-led one to a more value-driven version, with more emphasis on speed and quality.

The course provides a holistic look at how the ITIL 4 framework adapts to deliver value to customers and business stakeholders. It introduces learners to the updated framework, including the key concepts and guiding principles associated with service management.

### Benefits for Individuals

The ITIL 4 Foundation course is ideal for professionals who need a solid understanding of the fundamentals of the new ITIL framework. Learners also study how the latest iteration of ITIL can support and enhance the quality of ITSM in the era of digital transformation.

The course is perfect for individuals who wish to begin or advance their career in ITSM, as well as those who work in an organization that has adopted the ITIL framework. Successfully completing the overall ITIL training scheme can greatly benefit professionals in their careers, regardless of industry, background or level of seniority.

The content of the course is also aligned with ITIL v3, providing practitioners with streamlined training paths to help drive their careers.

ITIL 4 has changed the familiar certification scheme. However, it still offers a variety of options following the Foundation certification:

* ITIL Specialist – Create, Deliver and Support (Managing Professional)
* ITIL Specialist – Drive Stakeholder Value (Managing Professional)
* ITIL Specialist – High Velocity IT (Managing Professional)
* ITIL Strategist – Direct, Plan and Improve (Managing Professional)
* ITIL Strategist – Direct, Plan and Improve (Strategic Leader)
* ITIL Leader – Digital and IT strategy (Strategic Leader)

ITIL’s approach to delivery and emphasis on automation supports the modern IT operating model. ITIL 4 also holds a great deal of value for software developers and ITSM practitioners in product and service delivery roles.

### Benefits for Organizations

ITIL 4 is an industry-oriented framework. It supports organizations by driving processes that help teams work more collaboratively. It also creates greater transparency between IT operations and development.

The latest version of ITIL enables greater automation and is also designed to integrate with other frameworks like Lean, Agile and DevOps to help deliver business value.

Training employees in the ITIL 4 framework helps organizations to:

* Achieve better alignment between IT and business goals
* Direct business initiatives suited to the new age of digital transformation
* Enhance the quality of products and services delivered
* Reduce costs with optimized use of resources
* Improve customer satisfaction
* Promote team collaboration
* Identify and manage risks and challenges efficiently

### Course Outline

The course consists of an introduction, 7 comprehensive training modules and a practice exam simulator. Learners will have everything they need to successfully pass the ITIL 4 Foundation exam.

**An Introduction to the ITIL 4 Framework**

An overview of the ITIL 4 framework, including its evolution and best practices. A guide to the ITIL 4 certification path.

**Module 1: Key Concepts of Service Management**

An introduction to ITIL’s key concepts and terminology, including:

* Value and value co-creation
* Products and services
* Service relationships

An exploration of applying the key concepts to ITSM challenges.

**Module 2: The Guiding Principles**

An examination of ITIL’s guiding principles, which form the core of the framework. They integrate easily with other standards including Lean, Agile and DevOps. The guiding principles include:

* Focus on value
* Start where you are
* Progress iteratively with feedback
* Think and work holistically
* Keep it simple and practical
* Optimize and automate

**Module 3: The Four Dimensions of Service Management**

An exploration of ITIL’s four dimensions which form the basis of any design:

* Organization and people
* Information and technology
* Partners and suppliers
* Value Streams and processes

**Module 4: Service Value System (SVS)**

An examination of the inputs and outputs of effective service management:

* The guiding principles
* Governance
* Service value chain
* Practices
* Continual improvement

**Module 5: The Service Value Chain (SVC)**

A detailed exploration of the SVC, as part of the SCS. An overview of the six activities of the SVC, which are used together to create, deliver and continually improve services.

**Module 6: Practice – Purpose and Key Terms**

An overview of all 18 practices within the ITIL 4 framework, including their purpose and activities.

**Module 7: Understand the 7 ITIL Practices**

A detailed examination of the 7 essential ITIL practices, and their role within the SVC:

* Continual Improvement
* Change Control
* Incident Management
* Problem Management
* Service Request Management
* The Service Desk
* Service Level Management

### Exam/Assessment

The course includes an exam voucher for the ITIL Foundation examination, which can be taken virtually online using a service provided by [PeopleCert](https://www.peoplecert.org/).

* Multiple-choice
* 40 questions
* 60 minutes (additional time will be available if English is not your first language)
* Pass mark is 65% or 26/40
* Closed-book

Please ensure that your device meets the system requirements before booking your exam. You can do so via this [online test](https://legacy.peoplecert.org/en/Candidates/Test-it-before-you-take-it/Pages/test-it-before-you-take-it.aspx). Please visit the [PeopleCert](https://www.peoplecert.org/) website for more information and guidance.

### What do you get?

* 6 months’ access from the date of purchase to complete your training
* 14+ hours of online training content
* Free exam voucher
* Access through multiple devices
* Offline player for studying on the move
* Tutor support

### FAQs

**What is ITIL?**

ITIL, or ‘Information Technology Infrastructure Library’, is a set of best practices. ITIL provides organizations with directions for effectively managing their IT services.

**Who owns ITIL?**

ITIL is owned by AXELOS, a joint venture between Capita and the UK Cabinet Office.

Is the ITIL 4 Foundation course accredited?

Yes, the ITIL 4 Foundation certification course is accredited by PeopleCert, on behalf of AXELOS.

**What are the prerequisites for this course?**

There are no formal prerequisites for this course.

**What is the duration of this course?**

This course provides over 14 hours’ worth of training materials. This includes learning modules, module-level assessments, revision modules, practice exams and additional reference materials that can help you with your exam preparation.

**How long can users access this course?**

Learners receive 6 months of access from the purchase date of the course.

**How long is the exam voucher valid for?**

The exam vouchers are valid for 12 months.

**How can the exam be taken?**

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Please ensure your device meets the system requirements before booking your exam. You can do so via this [online test](https://legacy.peoplecert.org/en/Candidates/Test-it-before-you-take-it/Pages/test-it-before-you-take-it.aspx). Please visit the [PeopleCert](https://www.peoplecert.org/) website for more information and guidance.