



# ITIL® 4 FOUNDATION

## DELIVERY METHODS AVAILABLE:

- Self-Paced e-Learning
- Recorded Classroom
- Virtual Classroom
- Focussed Coaching

## EXAM TYPE:

- Closed-book multiple choice exam
- **FREE** PeopleCert exam voucher included
- **FREE** course handbook
- Mock exams and quizzes

## PREREQUISITES:

- ITIL® 4 Foundation
- ITIL® v3 Intermediate (+17 credits)

## LANGUAGE:

English

## ACCREDITED BY:

**PeopleCert**  
All talents, certified.

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ITIL is the world's most popular framework for IT service management (ITSM). The **ITIL 4 Foundation** syllabus is the first of the new ITIL 4 modules to be released by AXELOS. It offers a more holistic perspective of ITSM compared to ITIL V3, as well as several new tools and concepts.

## WHO IS THIS COURSE AIMED AT?

ITIL 4 has been designed to help organizations address the complexities of the modern digital environment.

This course is aimed at entry-level IT professionals who require a basic understanding of ITIL or would like to progress to higher levels of the ITIL 4 certification scheme.

## WHAT WILL YOU LEARN?

The purpose of this ITIL 4 Foundation course is to introduce candidates to the key elements, concepts and terminology used in ITIL 4 and to fully prepare candidates to move on to the ITIL Managing Professional (MP) or ITIL Strategic Leader (SL) modules.

This course is ideal for anyone looking to begin a career in ITSM, or build on their knowledge using one of the world's most highly recognized ITSM standards.

The course consists of 7 modules:

- Intro: An Introduction to the ITIL 4 Framework (includes lesson plan and case study)
- Module 1: The key Concepts of Service Management
- Module 2: The Guiding Principles (including quiz and assignment)
- Module 3: The Four Dimensions of Service Management (including quiz)

- Module 4: Service Value System (including quiz and assignment)

- Module 5: The Service Value Chain (including quiz)

- Module 6: Purpose and Key Terms (including quiz)

- Module 7: Understanding the 7 ITIL Practices

## ACCREDITATION

This course has been accredited by **PeopleCert**, which is licensed by AXELOS as an Examination Institute for the ITIL 4 Foundation Certificate in IT Service Management.

## IS THERE AN EXAM?

There is a closed-book, multiple-choice exam with 40 questions and a duration of 60 minutes. The pass mark is 65% (26 questions out of 40).

The test can be taken online at any time via PeopleCert. Candidates will require a webcam and microphone.

