Course 65012B: ITIL® 4 Foundation

About this course

The purpose of ITIL 4 is to provide people and organizations with comprehensive guidance for IT service management (ITSM), including the management of IT-enabled service in the digital economy. ITIL 4 has been designed to help people and organizations establish and continually improve an effective, efficient, flexible, coordinated and integrated system for governance and management of services in the organization.

The ITIL 4 Foundation course introduces the learner to management of modern IT-enabled services, imparts a knowledge of common language and key concepts, and shows how to improve the learner's work and that of their organization with ITIL 4 guidance.

Certification Examination Type and Duration

Upon completion of the course, candidates may sit the optional ITIL Foundation examination leading to the ITIL Foundation Certificate in IT Service Management. Sixty (60) minutes (75minutes and use of a dictionary for those taking the examination in a language other than their first language) is allowed for the closed-book, supervised examination which may be online or paper-based. The examination is a multiple-choice format consisting of forty (40) questions. A score of 26 out of 40 (65%) or better is required to pass the examination.

Audience

This course is for you if you are an IT and business learner new to service management, or a seasoned professional familiar with prior ITIL versions and other industry best practice. This course is designed to:

- Help you understand the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working
- Support your study for the optional ITIL Foundation certification exam, and
- Act as a reference you can use in your work, further study and professional

This course specifies 12 contact hours, exclusive of examination preparation (including the review of the two included sample exams). The course is available as a self-directed
This may include but is not limited to, IT professionals, business managers and business learning (eLearning or Computer-Based-Training, with optional online exam with remote process owners. proctor) or as a traditional classroom or virtual instructor-led training delivery. In the latter case, the course can typically be completed over:

Prerequisites

This course has no specific prerequisites

Duration

This course specifies 12 contact hours, exclusive of examination preparation (including the review of the two included sample exams). The course is available as an self-directed learning (eLearning or Computer-Based-Training, with optional online exam with remote proctor) or as a traditional classroom or virtual instructor-led training delivery. In the latter case, the course can typically be completed over:

- 2 days (intensive, 9-hour days with the exam at the end of the 2nd day; focus is on understanding the course content and passing the associated exam; not a lot of time for discussion of how the content maps to the participants' organization(s) or to prior versions of ITIL), or
- 3 days (allows more time for exam review and content mapping and discussion).

Learning Objectives

At the end of this course, the learner should be able to recall, define and explain:

- Key concepts of service management (19 concepts)
- The four dimensions of service management
- The ITIL Service Value System (5 components, purpose)
- The ITIL guiding principles (7 principles)
- The ITIL Service Value Chain activities (6 activities)
- ITIL management practices (18: purpose, key terms; 7: details, fit within SVC)

Course Outline

Module 1: Key Concepts of Service Management

Module 2: The Four Dimensions of Service Management

Module 3: The ITIL Service Value System

Module 4: The ITIL Guiding Principles

Module 5: The ITIL Service Value Chain

Module 6: The ITIL Management Practices

Module 7: Summary and Exam Preparation

For more information or to place an order, visit pultorak.com or contact us at (206) 729-1107 or info@pultorak.com.