

ITIL®4 Foundation - accredited training with exam

ITIL®4 introduces an updated version of the IT service management model. Version 4 acquires selected elements from the Practitioner level, especially the principles. ITIL®4 also introduces, in the spirit of systemic thinking, the way of managing products and services as value chains, from the expressed demand to measurable value. ITIL practices are embedded in a coherent ecosystem, in which products and services are delivered in an uninterrupted cycle of creation, testing, implementation, feedback and improvement.



Purpose of the training

The training is addressed to:

- Managers and employees of IT organizations planning to improve internal processes based on the best practices of ITIL®4, employees of companies providing IT services
- People who want to improve their qualifications in IT service management and pass the exam "Foundation Certificate in IT Service Management" (ITIL®4 Edition)



Benefits of completing the training

- Understanding the concepts, selected models and concepts used in ITIL®4
- Understanding the service value system and discussing the practices defined in the ITIL®4 library.

As a supplement, we recommend:

- ITIL-A Apollo 13 – an ITSM case experience™
- VeriSM™
- Cobit©5
- RESILIA™

- Lean IT



Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.

Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.

Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.

The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.



Exam description

ITIL4 Foundation exam

- exam duration 60 minutes
- 40 single choice questions
- Required 65%, 26 correct answers
- Closed book
- online version (with Proctor)



Expected Listener Preparation

No special preparation of the students is required.



Training Language

- Training: English
- Materials: English
- Exam: English

Training Includes

The training price includes:

- Accredited training materials
- Voucher for the ITIL® 4 Foundation online exam
- Authorized ITIL® 4 Foundation manual in the online version (as required by the vendor)

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Training agenda

1. Introduction
2. Key concepts of service management
 - Value and its creation
 - Organizations, service providers, service consumers and other stakeholders
 - Products and services
 - Model of service relations
 - Value: results, costs and risks
3. Four dimensions of service management
 - Organizations and people
 - Information and technology
 - Partners and suppliers
 - Value streams and processes
4. Service value system
 - Chance, demand and value
 - ITIL guiding principles
 - Supervision
 - Value service string
 - Continuous improvement
 - Practice
5. General management practices
 - Continuous improvement

- Information security management
 - Relationship management
 - Supplier management
6. Service management practices
- Change control
 - Incident management
 - IT resource management
 - Monitoring and event management
 - Problem management
 - Managing releases
 - Service configuration management
 - Service Desk
 - Service Providing Level Management
 - Handling requests for service
7. Technical management practices
- Implementation management
8. Discussion of test exam questions