



ITIL® 4 FOUNDATION At a Glance

› WHERE YOUR
JOURNEY TO
IT SERVICE
EXCELLENCE
BEGINS

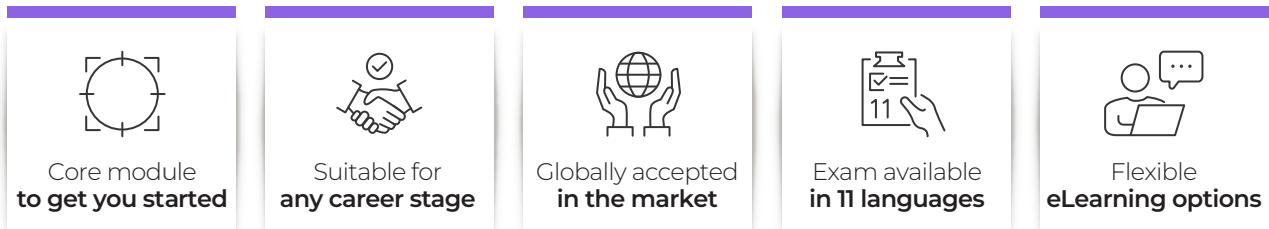
peoplecert.org/ITIL-4



WHAT IS ITIL 4 FOUNDATION?

Every journey begins with a step. Start yours with ITIL 4 Foundation, the essential certification for excellence in IT Service Management. ITIL 4 Foundation introduces an end-to-end operating model for the creation, delivery and continual improvement of technology-enabled products and services. This course will help you gain the skills to thrive in the modern service economy.

AT A GLANCE



KEY BENEFITS

› Industry-recognized certification

Showcase your ability to excel in essential IT service management, and to handle critical tasks in the field.

› Employers' first choice

Certify your expertise in managing IT services, making you the preferred choice for roles in IT service management and support.

› New career opportunities

Advance your career in IT with an ITIL certification, opening doors to new roles and cutting-edge opportunities in the evolving tech landscape.

WHAT WILL YOU LEARN?

› Service management concepts

Learn the fundamental concepts of service management. What defines a service? What are its components? What is its value to stakeholders?

› Service value system

Discover the framework that will help you create, deliver, and manage services, including the Service Value Chain, guiding principles, and governance.

› Four dimensions of service management

Explore the four dimensions of effective service management: organizations and people, information and technology, partners and suppliers, and value streams and processes.

› Guiding principles

Develop a mindset for adopting ITIL practices and adapting them to your specific needs with the seven guiding principles of ITIL 4.

› Service Value Chain

Understand how the Service Value Chain helps organizations create value by optimizing their activities and resources.

› ITIL practices

Employ ITIL 4 practices to enable working methods aligned to your business strategy, improving the process of service development and supporting users.

› Key metrics and performance indicators

Grasp the importance of defining and tracking metrics and KPIs to measure the performance and effectiveness of IT services.

› Continuous improvement

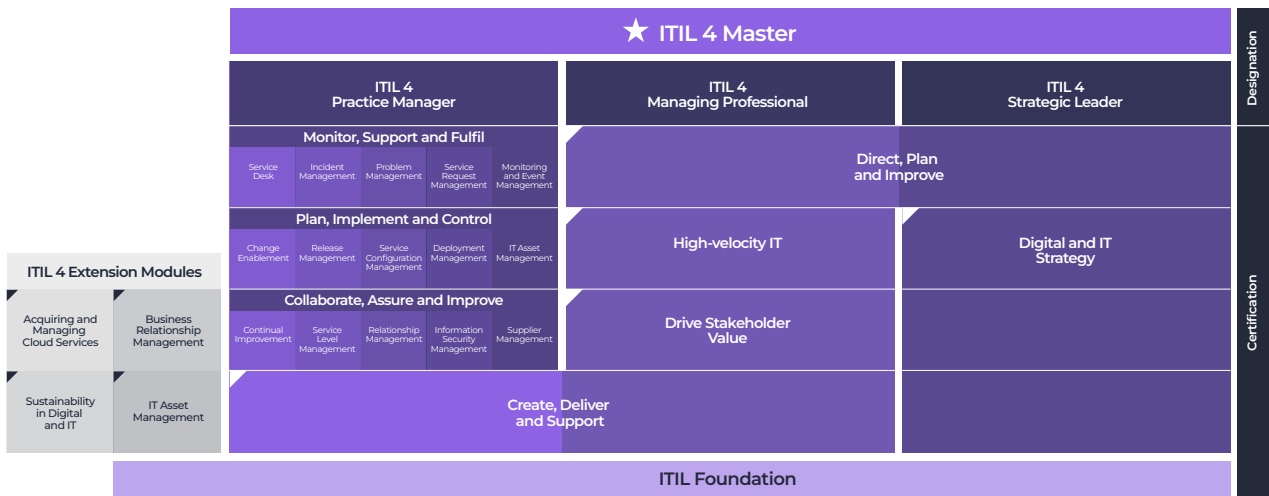
Focus on the central ITIL 4 concept of continuous improvement, and the ways in which organizations can iterate and adapt their processes and services.

› Service Level Agreements

Study the role of SLAs in defining and managing service quality, and the role of service level management in this context.

OFFICIAL ITIL 4 CERTIFICATION SCHEME

Start with ITIL 4 Foundation!



ITIL Foundation is a prerequisite for any ITIL 4 certification, except for the extension modules **Acquiring and Managing Cloud Services**, and **Sustainability in Digital and IT** that do not have any prerequisite.

ITIL 4 Managing Professional is awarded when the **Create, Deliver and Support**, the **Drive Stakeholder Value**, the **High-velocity IT**, and the **Direct, Plan and Improve** certifications are achieved.

ITIL 4 Strategic Leader is awarded when the **Digital and IT Strategy**, and **Direct, Plan and Improve** certifications are achieved.

ITIL 4 Practice Manager is awarded when the **Create, Deliver and Support** certification, and a) any **FIVE** individual practice-based certifications are achieved, or b) when the **Create, Deliver and Support** certification, and any **ONE** certification from the pre-bundled courses is achieved: **Monitor, Support and Fulfil**, **Plan, Implement and Control**, or **Collaborate, Assure and Improve**.

ITIL 4 Master is the highest designation, awarded when the **ITIL Practice Manager**, **Managing Professional**, and **Strategic Leader** designations are all achieved.

COURSE OBJECTIVES

Equip yourself with the knowledge to drive digital transformation

Enhance your ability to improve organizational processes

Foster better collaboration within teams

Achieve greater transparency between IT operations and development teams

Enable automation and streamline workflows

Integrate and leverage new technologies and practices effectively

EXAM INFORMATION



40 multiple choice questions



60 minutes



Closed book



Minimum pass mark: 65%



No prerequisites



Certification renewal every 3 years

Start Your ITIL Journey Today and Advance Your Career
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