pm-partners

ITIL® 4 Foundation

Duration: 2 days

" PM-Partners have been leaders in training and professional certification for over 20 years.

Our trainers are highly qualified, practitioners in their chosen fields. **"**

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Overview

ITIL® (Information Technology Infrastructure Library) is a widely accepted approach to IT Service Management (ITSM), which has been adopted by individuals and organisations across the world. ITIL provides a cohesive set of best practice, drawn from the public and private sectors internationally.

ITIL supports organizations and individuals to gain optimal value from IT and digital services. It helps define the direction of the service provider with a clear capability model and aligns them to the business strategy and customer needs. ITIL provides comprehensive, practical and proven guidance for establishing a service management system, providing a common glossary of terms for businesses using IT enabled services.

The ITIL approach enables individuals and organisations that use IT to realise business change, transformation and growth.

The ITIL 4 value proposition

We are in a time of unprecedented change, known as the 'Fourth Industrial Revolution'. It is an increasingly fast-paced and complex environment, requiring organizations to be more agile, better equipped to adapt what they do, and ready to adopt new ways of working to succeed. ITIL 4, through its framework, helps organizations to connect and align these different challenges that are relevant not only to ITSM professionals, but also by a wider range of professionals working in the digital world.

ITIL 4 expands on previous versions by providing a practical and flexible basis to support organizations on their journey to the new world of digital transformation.

Objectives

The objectives of this course are to:

– Introduce you to the management of modern IT-enabled services

– Provide you with an understanding of the common language and key concepts relating to ITIL

– Show you how your organization and your work can improve with the ITIL 4 guidance

– Prepare for the ITIL 4 Foundation exam

ITIL® 4 Foundation

Who should attend?

This course has been designed for all levels of staff within an IT Service Delivery Organisation:

– IT Managers
– Support Team Leaders
– Service Desk Supervisors
– Change Managers
– Service Level Managers
– Operations Managers
– Problem Managers

Prerequisites

This is an entry level certificate so there are no prerequisites for this course.

Development Units

Participants who have been awarded the Project Management Professional (PMP)® credential by the Project Management Institute (PMI)® are eligible to earn **14 PDUs** for their participation in this course (14 Technical).

Participants holding any of the Project Management accreditations (CPPP / CPPM / CPPD) are eligible to earn **20 CPDs** for each of this short course.

My ITIL AXELOS Membership

All candidates who pass the ITIL Foundation exam are eligible to claim a one-year's My ITIL membership.

AXELOS will email you with an invitation to activate your membership.

Note: You will need to opt-in to appear on AXELOS' Successful Candidate Register to claim your membership.

Take² Re-sit Exam Option

PeopleCert provide you with the opportunity to sit your exam knowing that if the outcome is not what you expected, you could have another attempt, at a fraction of the exam price.

Click here for more on the Take² option.

Key Topics

Overview of Service Management

Exploration of what is meant by 'service' and the four dimensions of service management. Key concepts of service relationships.

Creating value

Key concepts associated with value creation.

The ITIL Service Value System (SVS)

The core components of the SVS. Exploration of how the service value chain supports each service value stream.

The ITIL practices

Overview of 18 ITIL practices, such as Relationship Management and Supplier Management. In-depth review of how 7 key practices, such as Service Desk and Problem Management, fit within the service value chain.

ITIL guiding principles

Determine how the ITIL guiding principles can help an organisation adopt and adapt service management.

Course Delivery

Trainers of this course will use a practical delivery approach to provide participants with a 'hands-on', multi-faceted and challenging learning experience.

This course can be held on-site, at our premises or virtually. All courses can be customised to suit your requirements.

Virtual Training: Our virtual training is streamed live (not pre-recorded) with an accredited trainer in real-time – otherwise referred to as Virtual Instructor Led Training (VILT). Our trainers are based in real training rooms complete with audio visual equipment. We apply best practices incorporating a modular approach with frequent activities, visual engagement, appropriate pace and relevant dynamic learning to add value.

Materials: A comprehensive participant handbook is provided for this course.

Certification

The course includes the ITIL Foundation exam which consists of:

– 40 multiple choice questions, 60 minutes duration
– 65% pass mark (26/40)
– Closed book

Classroom training: Exam is taken on the afternoon of day 2 of this course.

Virtual training: Online proctored exam taken **after** the course.

Taking your virtual exam

On the last day of your virtual course, you will receive an invitation to book your exam. You have 6 months to sit the exam online. Please check availability when making your booking.

Please refer to PeopleCert FAQ to view additional information (including system requirements) for web-proctored exams.

PeopleCert administers the ITIL® 4 Foundation examination scheme. PM-Partners is an accredited partner of PeopleCert (Partner ID: 3800).