

ITIL® Foundation Course

Certificate: ITIL 4 Foundation (official exam)

Duration: 2 days

Delivery Format: Classroom, Virtual, Self-Paced

Target Audience

The ITIL 4 Foundation Certification Course is designed for anyone working in IT looking for IT Service Management education and an understanding of how to provide business value. Also, anyone who is looking to upgrade their ITIL v3 certification and knowledge.

Prerequisites

There are no prerequisites for this course, although a basic knowledge of Service Management concepts will be helpful.

Exam

The exam is closed book with 40 multiple-choice questions. The pass score is 65% (26 out of 40 questions). The exam lasts 60 minutes. The exam can be taken in two formats: Paper-based or online.

Credits

Upon successfully achieving the ITIL Foundation certificate, you will attain 18 professional development units (PDUs) for Project Managers.

Course Description

This is a new two-day course that prepares you for the examination leading to the new Foundation Certificate In IT Service Management.

The course is designed as an introduction to ITIL 4 and enables you to understand a new way to look at IT Service Management through a Service Value System (SVS).

What's the difference between ITIL v3 and ITIL 4? In a nutshell, ITIL v3 describes Service Management around 26 processes and functions that are part of a continuous process of 5 life cycles: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. All of the v3 body of knowledge is still very worthwhile and relevant!

ITIL 4 takes you through a more evolved view of a Service Value System (SVS), which provides a holistic end-to-end picture of what it really means to contribute to business value, and also integrates concepts from models such as Lean IT, Agile and DevOps.

ITIL® Foundation Course

We Also Recommend

- ITIL Operational Support & Analysis
- ITIL Release, Control & Validation
- ITIL Service Operation

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Learning Outcomes

At the end of this new two-day course, attendees will understand the following:

- High level overview of ITIL v3's 5-step Lifecycle model and how the current 26 processes and functions map to the new ITIL 4 model
- The seven Guiding Principles of ITIL 4
- ITIL's new Service Value Chain
- The four dimensions of Service Management
- The 34 ITIL practices, with a focus on 18 of these
- Key concepts from Lean IT, Agile, DevOps, and Organizational Change Management, and why these are important to deliver business value

ITIL V3 to ITIL 4 Transition Certification Course

When the remainder of the ITIL 4 courses are introduced in late 2019, there will be a "bridging" course available to those individuals who have acquired 17 credits in the ITIL v3 certification scheme. This is one of many reasons why IT professionals are encouraged to continue to participate in the v3 certification program.

[Click here](#) to view Pink's ITIL v3 courses and certification scheme.