

ITIL® 4 Foundation Certification

3 Days

ITIL is the most widely accepted approach to IT Service Management (ITSM) in the world.

The ITIL 4 Foundation Certification is designed to provide participants with a comprehensive understanding of the ITIL framework and its application in modern IT service management. ITIL, or Information Technology Infrastructure Library, is a globally recognized set of best practices for managing IT services efficiently and effectively. This course serves as an introduction to the key concepts, principles, and practices of ITIL 4, equipping participants with the knowledge and skills needed to improve IT service management within their organizations.

This online instructor-led 3-day course will cover the following topics:

- Introduction to ITIL 4
- Key Concepts and Terminology
- Four Dimensions of Service Management
- Guiding Principles
- ITIL Service Value System (SVS)
- Service Value Chain
- ITIL Practices
- Exam Preparation

LEARNING OBJECTIVES

In this course, you will learn to:

- Understand the key concepts and terminology of the ITIL 4 framework.
- Explore the four dimensions of service management: Organizations and People, Information and Technology, Partners and Suppliers, Value Streams and Processes.
- Learn the seven guiding principles of ITIL 4 and how to apply them in practice.
- Gain insight into the ITIL service value system (SVS) and its components, including the service value chain, value streams, and practices.
- Familiarize oneself with ITIL practices, including service management, general management practices, and technical management practices.
- Prepare for the ITIL 4 Foundation Certification exam.

WHO SHOULD ATTEND

- IT Professionals
- IT Leaders
- Business Managers
- Anyone involved in the delivery or support of IT services within an organization
- Individuals seeking to enhance their understanding of IT service management principles and practices
- Those preparing for the ITIL 4 Foundation Certification exam

PREREQUISITES

There are no formal prerequisites for this course. However, a basic understanding of IT service management concepts and practices would be beneficial. Anticipate approximately 4 hours of pre-course reading prior to attending the course. Evening work will be required throughout the course.

MATERIALS AND FEES

The course fee includes an exam voucher and training materials.

EXAM DETAILS

The exam is taken online after the course is completed. Instructions will be given to all participants to arrange an exam at a time convenient to them.

- Length: 60 minutes
- Closed book
- 65% Pass mark
- Multiple Choice

Participants are offered the option to purchase the PeopleCert Take² Re-sit Exam service, enabling them to retake an unsuccessful exam at a fixed rate. This service eliminates the need to repurchase the exam at full price in case of an unsuccessful attempt.

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HOW TO REGISTER

- CALL** 1.833.282.6852
- EMAIL** training@algonquincollege.com
- ONLINE** algonquincollege.com/corporate