PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: ITIL® 4 Foundation (3 Day)	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Foundation Certificate In IT Service Management (ITSM)	

Course Syllabus

Our ITIL® 4 Foundation level training course will cover the following topics:

1. To be able to understand the key concepts of IT service management (ITSM).

1.1 Recall and understand the ITIL® 4 definitions of:

- Service (a means of delivering value to customers by facilitating desired outcomes without ownership of specific costs and risks)
- Utility (the functionality or capability provided by a service that meets the needs of customers and supports their desired outcomes)
- Warranty (the assurance that a service will perform as agreed, providing customers with confidence in its reliability and meeting specified quality standards)
- Customer (the recipient of a service. They define the requirements and determine the value of the service delivered)
- User (an individual who utilises IT services to perform their tasks, typically interacting directly with the service and its components)
- Service management (set of activities, processes, and capabilities used to deliver value through services, focusing on meeting customer needs and achieving business outcomes effectively)
- Sponsor (an individual or group responsible for providing financial or organisational support for a service or project)

1.2 Describe the key concepts of creating value with:

- Cost
- Value
- organisation
- Outcome
- Output
- Risk
- Utility
- Warranty

1.3 Describe the key concepts of service relationships:

- Service offering - the creation, management, and delivery of services that meet customer needs, align with business objectives, and drive value.
- Service relationship management - establishing and nurturing positive relationships with customers, stakeholders, and service providers to ensure successful service delivery and customer satisfaction.
- Service provision - processes, resources, and activities involved in delivering and supporting services to meet customer needs and expectations effectively.

- Service consumption - the utilisation of services by customers to meet their specific needs and achieve desired outcomes effectively and efficiently.

2. Understand how the ITIL® 4 7 guiding principles can help an organisation adopt and adapt service management

2.1 Describe the attributes, adoption and interaction of the ITIL 7 guiding principles

2.2 Explain the use of the 7 guiding principles

- Focus on value (delivering value to your customers and stakeholders)
- Start where you are (build upon your existing capabilities, resources, and processes)
- Progress iteratively with feedback (continuously learning and adapting based on feedback and experiences)
- Collaborate and promote visibility (promoting visibility across your organisation to enable better decision-making and problem-solving)
- Think and work holistically (understand the end-to-end nature of services, the dependencies between processes, and the impact of decisions on your entire IT ecosystem)
- Keep it simple and practical (Simplicity and practicality should be prioritised when designing and implementing ITSM practices)
- Optimise and automate (optimisation and automation to improve the overall efficiency and effectiveness of ITSM practices)

3. Understand the four dimensions of IT service management

3.1 Describe the four dimensions of IT service management:

- Organisations and people - Focus on culture, roles, skills, and teamwork to enable effective service management practices.
- Information and technology - Utilise technology and information to deliver services and enable business outcomes.
- Partners and suppliers - Collaborate with external partners and suppliers to optimise service delivery and meet customer needs.
- Value streams and processes - Define and manage end-to-end value streams and processes to create, deliver, and support services efficiently.

4. Understand the purpose and components of the ITIL® 4 service value system (SVS)

4.1 Describe the ITIL® 4 service value system

5. Understand the activities of the service value chain (SVC), and how they interconnect

5.1 Describe the interconnected nature of the service value chain and how this supports value streams

5.2 Describe the inputs, outputs, and purpose of each value chain activity:

- Plan - Strategise and prioritise service offerings, assess risks, and define objectives to meet customer and business needs.
- Improve - Continuously identify areas for improvement, initiate change, and optimise services, processes, and practices.
- Engage - Understand and engage with customers, stakeholders, and partners to ensure effective communication and collaboration.
- Design & transition - Design and develop services, test and deploy changes, and ensure smooth transition to production environments.
- Obtain/build - Source, build, and manage resources required for service delivery, including infrastructure, technology, and capabilities.
- Deliver & support - Provide and manage services, handle incidents, fulfil requests, and maintain service levels and customer satisfaction.

6. Know the purpose and key terms of 15 ITIL® 4 practices

6.1 Recall the purpose of the following ITIL® 4 practices:

- Information security management

- Relationship management
- Supplier management
- IT asset management
- Monitoring and event management
- Release management
- Service configuration management
- Deployment management
- Continual improvement
- Change control
- Incident management
- Problem management
- Service request management
- Service desk
- Service level management

6.2 Recall definitions of the following ITIL® 4 terms:

- Availability - the ability of a service or component to be accessible and functioning when needed by users.
- IT asset - any resource or component used to deliver IT services, including hardware, software, and documentation.
- Event - any detectable occurrence or change in state that has significance for the management of IT services and infrastructure.
- Configuration item (CI) - represents a component or resource that needs to be managed, tracked, and controlled to deliver IT services effectively.
- Change - the process of introducing modifications to IT services, systems, or infrastructure in a controlled and coordinated manner.
- Incident - any unplanned interruption, reduction in quality, or failure of an IT service that impacts user experience.
- Problem - underlying cause of one or more incidents and focuses on preventing their recurrence. It involves root cause analysis and proactive resolution.
- Known error - a problem that has been diagnosed and has a documented solution or workaround available to resolve it.

7. Understand 7 ITIL® 4 practices

7.1 Explain the following ITIL® 4 practices in detail, including how they apply within the service value chain:

- Continual improvement, including the continual improvement model
- Change control
- Incident management
- Problem management
- Service request management
- Service desk
- Service level management

Course Overview

Our three-day ITIL® 4 Foundation training course is the starting point in your ITIL® 4 certification journey and is the prerequisite for the ITIL® 4 Managing Professional (MP) and ITIL® 4 Strategic Leader (SL) training courses. Our ITIL® 4 Foundation training course is the starting point for the ITIL4 training pathway.

Our ITIL® 4 Foundation training course is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organisation embrace the new service management culture.

Course Learning Outcomes

Our ITIL® 4 Foundation training course will enable you to understand a new way to look at IT Service Management (ITSM) through a Service Value System (SVS).

Our ITIL® 4 Foundation training course will educate you on how to manage IT services and achieve business value within an enterprise.

It is a widely accepted approach in IT Service Management (ITSM) and will introduce you to the core principles of ITIL® best practices and concepts.

Audience

Our ITIL® 4 Foundation training course is suitable for those working in IT who are interested in IT Service Management (ITSM) or those who want to apply ITIL® best practice principles across an enterprise. As ITIL® 4 Foundation is the entry-point into the ITIL® 4 certification pathway, it is applicable to anyone working in IT. It's also intended for the following roles:

- IT Service Managers
- Service Desk Analysts
- Service Desk Managers
- Incident Managers
- Problem Managers
- Change Managers
- Deployment Managers
- Release Managers
- Service Asset Managers
- Business Analysts
- Enterprise Architects
- Transition Managers
- Service Delivery Managers
- Service Level Managers
- Business Relationship Managers
- Service Integrators
- Project Managers

Entry-Level Requirements

There are no formal entry-level requirements for our ITIL® 4 Foundation training course.

Recommended Reading

You will be sent joining instructions and pre-course information before our ITIL® 4 Foundation training course.

What's Included

Our ITIL® 4 Foundation training course includes the following materials:

- Pre-reading
- A Full ITIL® 4 Foundation Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- Quizzes
- Exercises
- ITIL® 4 Foundation Exam Voucher

Exam Information

ITIL® 4 Foundation Examination:

The information for the ITIL® 4 Foundation examination is below:

- 1-hour duration
- 40 multiple-choice questions
- The pass mark for ITIL® 4 Foundation exam is 26/40

Read the PeopleCert Official Guidance for Windows Devices and MacOS Devices for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

From 01 January 2023: All PeopleCert certifications will need to be renewed after three years. You can do this by retaking the examination before the renewal date, collecting professional development points via MyAXELOS or taking further certifications before the renewal date. If you make the decision to not renew your certification, you will not be removed from the Successful Candidate Register (SCR). You will remain on the Successful Candidate Register (SCR), however it will be flagged that your certification is not up to date.

What's Next

After our ITIL® 4 Foundation training course, you should consider taking the other ITIL® 4 modules:

- ITIL® 4 Specialist Create, Deliver & Support (CDS)
- ITIL® 4 Specialist Drive Stakeholder Value (DSV)
- ITIL® 4 Specialist High Velocity IT (HVIT)
- ITIL® 4 Strategist Direct Plan & Improve (DPI)

- ITIL® 4 Leader Digital & IT Strategy (DITS)
- ITIL® 4 Managing Professional (MP)
- ITIL® 4 Strategic Leader (SL)
- ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS)
- ITIL® 4 Specialist Sustainability In Digital & IT (SDIT)
- ITIL® 4 Specialist Business Relationship Management (BRM)
- ITIL® 4 Specialist IT Asset Management (ITAM)

Additional Information

ITIL® Relevance

ITIL® is used by millions of professionals globally. Businesses are built on the ITIL® framework. Every year, organisations all over the world invest heavily in adopting and adapting the ITIL® 4 Foundation into their business practices and up-skilling their staff with ITIL® 4 qualifications.

AXELOS Global Best Practice have performed extensive research among a diverse group of stakeholders, and it has shown that the ITIL® framework is fundamental to organisations, it enables transformation and helps them to realise value.

AXELOS Global Best Practice understand the need for a smooth transition from ITIL® V3 to ITIL® 4 and recognise the need to ensure that your investment in the ITIL® 4 framework continues to drive and enhance your organisation's performance.

Therefore, you can feel reassured that ITIL® 4 has been created to be compatible with the current ITIL® certification scheme. All existing ITIL® qualifications will remain valid until the following update and all credits gained will help you continue your ITIL® journey in the new certification scheme.

The core fundamentals and key concepts of ITIL® will still be as relevant to you and your business as they are today following the release of ITIL® 4. This next evolution of ITIL® is a transition from an organisation’s existing investment in ITIL® and its way of working to a faster, more flexible, and adaptive approach.

ITIL® Certifications

ITIL® 4 will help your organisation to navigate through the new technological era, commonly known as the Fourth Industrial Revolution. The speed of current breakthroughs is disrupting almost every industry on a global scale.

The Fourth Industrial Revolution is marked by emerging technology in fields like robotics, Artificial Intelligence (AI), nanotechnology, quantum computing, biotechnology, The Internet of Things (IoT), 3D printing, autonomous vehicles and so much more.

The ITIL® 4 Foundation framework will provide you with a practical and flexible basis to support your organisation on your journey into the new digital transformation by helping you align your human, digital and physical resources to compete within the modern complex landscape and adopt emerging technologies into your own IT operations.

With the release of ITIL® 4, the context of ITIL® is now much bigger and emphasises on the business and technology world, how it works today and how it will work in the future with Agile, DevOps and digital transformation.

ITIL® 4 will be way more relevant to Developers, practitioners, and your business through promoting a holistic view of delivering products and services. From ITIL® 4 Foundation level, ITIL® 4 will highlight the importance of collaboration, transparency automating where possible, and working holistically.

ITIL® 4 retains a lot of the core elements that makes the ITIL® framework so valuable to professionals and organisations today. We know that change is a constant state and organisations are struggling to navigate it. ITIL® 4 is the best practice, which will support your organisation in navigating through ongoing change.

ITIL® 4 is the next iteration that incorporates all the very best features from ITIL® as it is known today and expands IT and Services to a new level, moving from traditional process lead delivery - ITIL® 4 supports faster, high quality and value driven delivery for you and your business.

ITIL® V3 Relevance

ITIL® V3 is more relevant than ever and is in demand globally by hundreds and thousands of IT Practitioners. The transition to ITIL® 4 will be smooth and all certifications will remain valid following the ITIL® 4 update and will still be recognized as valuable qualifications everywhere.

ITIL® 4 has evolved from ITIL® V3 and offers a practical and flexible transition, which will allow organisations to adopt the new ways of working required by the modern digital world. The new ITIL® 4 update is the result of feedback and insights from thousands of professionals and organisations like you.

The ITIL® 4 Foundation was developed and refined by a team of industry experts from around the world, including 150 content writer, reviewers, and contributors from the wider IT industry. AXELOS Global Best Practice has engaged a diverse range of people in the creation of ITIL® 4 and those in the group participated in pulse surveys, debates in a private community group and took active roles in reviewing the update.

AXELOS Limited brought together a top architecture team to collaborate on the development of ITIL® 4. You can watch the introductory videos via the Global ITIL® Development Group, and we will engage the Global ITIL® Development Group throughout development. Purple Griffon encourage anyone who is interested in the ITIL® 4 update to sign up to www.AXELOS.com/ITIL®-research.

ITIL® V3 Certifications

ITIL® V3 will continue to support organisation and individuals to achieve optimal value from IT and Digital Services. ITIL® V3 will equip a service provider with a clear capability model, aligning them both to business strategy and customer needs.

ITIL® is a globally recognized framework, which provides comprehensive practical and proven guidance for establishing an IT Service Management (ITSM) system, encouraging consistency and continual improvement for organisation using IT enabled services.

The ITIL® Best Practice framework provides a common language and tools that power collaboration with IT Teams to deliver values across the whole organisation. ITIL® is the worldwide standard in Best Practice and is implemented by millions of Practitioners.

Did you know that it is also relied upon by 90% of the Financial Times Stock Exchange (FTSE) 500 to run their IT Operations?

The ITIL® V3 Foundation level gives a high-level overview and ITIL® V3 Practitioner level focuses on how to practically adopt and adapt the ITIL® framework, but if you are looking to demonstrate knowledge of the entire ITIL® scheme, then you should start to work through the intermediate credit system to earn the ITIL® Expert qualification.

What is the difference between ITIL® V3 and ITIL® 4 qualifications?

ITIL® V3 describes IT Service Management (ITSM) around 26 processes and functions that are part of a continuous process of 5 ITIL® Lifecycles:

- ITIL® Service Strategy
- ITIL® Service Design
- ITIL® Service Transition
- ITIL® Service Operation
- ITIL® Continual Service Improvement

Remember: All the ITIL® V3 key concepts and body of knowledge is still very relevant and worthwhile to you and your organisation!

ITIL® 4 will take 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 integrates concepts from models such as Lean IT, Agile and DevOps.

By the end of the ITIL® 4 Foundation course, you should have the knowledge and understanding of the ITIL® framework to pass the ITIL® 4 examination.

You will cover the following in the foundation certification:

- 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 15 of these key concepts from Lean IT, Agile, DevOps, and organisational Change Management, and why these are important to deliver business value