PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: ITIL V4 Foundation (2 Day)	**Course Duration**: 2.0 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
- Utility
- Warranty
- Customer
- User
- Service management
- Sponsor

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
- Service relationship management
- Service provision
- Service consumption

2. Understand how the ITIL 4s 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

- Start where you are
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical
- Optimise and automate

3. Understand the four dimensions of IT service management

3.1 Describe the four dimensions of IT service management:

- Organisations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

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
- Improve
- Engage
- Design & transition
- Obtain/build
- Deliver & support

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
- IT asset
- Event
- Configuration item (CI)
- Change
- Incident
- Problem
- Known error

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 two-day intensive ITIL V4 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 V4 Foundation is an intensive 2 day training course designed for for individuals who already have background knowledge ITSM or ITIL.

Our ITIL V4 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 intensive ITIL V4 Foundation training course will enable you to understand a new way to look at IT Service Management (ITSM) through a Service Value System (SVS).

The training course will educate you on how to manage IT services and achieve business value within an enterprise. By the end of the course you will have a deeper understanding of:

- Service Value System (SVS)
- Service Value Chain (SVC)
- The Four Dimensions of Service Management
- ITILs 7 Guiding Principles
- ITILs 34 Practices

ITIL is a widely accepted approach in IT Service Management (ITSM) and will introduce you to the core principles of ITIL best practices and concepts. This fast-pace two-day training course is designed for individuals for prior knowledge of ITIL or ITSM.

Audience

Our Intensive ITIL V4 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. ITIL V4 Foundation is the entry-point into the ITIL certification pathway and is a pre-requisite for all of the higher level ITIL certifications. It is applicable to anyone working in IT, but we recommend it is a must have for the following job 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

Entry-Level Requirements

There are no formal entry-level requirements for our ITIL V4 Foundation training course.

Recommended Reading

You will be sent joining instructions and pre-course information before our ITIL V4 Foundation training course to read. We also recommend reading some of our blogs to give you better baseline knowledge of ITIL, here is a list of helpful blogs:

- ITIL® Methodology
- What Is ITIL 4? Framework, Process And Principles
- ITIL 4 - Processes And Practices
- ITIL4 Foundation: The Definitive Guide [Cheat Sheet]

What's Included

Our ITIL V4 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 Intensive ITIL V4 Foundation training course, you should consider taking the other higher level ITIL 4 modules, These can be split into 3 main categories of:

Managing Professional:

- 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)

Strategic Leader:

- ITIL 4 Leader Digital & IT Strategy (DITS)
- ITIL 4 Strategist Direct Plan & Improve (DPI)

Practice Manager:

- ITIL 4 Specialist Create, Deliver & Support (CDS)
- ITIL 4 Specialist: Monitor, Support & Fulfil (MSF)
- ITIL 4 Specialist: Plan, Implement & Control (PIC)
- ITIL 4 Specialist: Collaborate, Assure & Improve (CAI)

Additional Information

ITIL® is a globally recognised framework, utilised by millions of professionals around the world. Many businesses are built on its foundation, and every year, countless organisations invest in adopting and adapting ITIL 4 Foundation into their operations. A significant focus is placed on upskilling employees with ITIL 4 qualifications to ensure ongoing improvement and value delivery.

Through extensive research among diverse stakeholders, AXELOS Global Best Practice has confirmed that the ITIL® framework is critical for organisations. It enables transformation and helps organisations realise their full potential by providing a structured approach to value creation.

Understanding the need for continuity, AXELOS has ensured a smooth transition from ITIL V3 to ITIL V4. Your investment in the ITIL framework remains relevant, driving performance improvements as ITIL 4 builds on and enhances existing practices.

The core fundamentals and key concepts of ITIL remain as relevant today as ever. ITIL 4 marks a natural evolution in the framework, transitioning businesses toward a faster, more flexible, and adaptive approach to IT operations. By embracing ITIL 4, organisations can continue to leverage their previous investments while adopting more agile ways of working.

As the Fourth Industrial Revolution unfolds, ITIL provides a practical and adaptable framework for organisations. It supports digital transformation by aligning human, digital, and physical resources to meet the challenges of modern technology. With this framework, businesses can seamlessly integrate emerging technologies into their operations, ensuring they remain competitive.