PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: ITIL® 4 Foundation Online	
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Foundation Certificate	

Course Syllabus

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

1. Understand the key concepts of service management

1.1 Recall the definition 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® 4 guiding principles can help an organisation adopt and adapt service management

2.1 Describe the nature, use and interaction of the guiding principles

2.2 Explain the use of the 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 service management

3.1 Describe the four dimensions of 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

4.1 Describe the ITIL® 4 service value system

5. Understand the activities of the service value chain, 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
- Change
- Incident
- Problem
- Known error

7. Understand 7 ITIL® 4 practices

7.1 Explain the following ITIL® 4 practices in detail, including how they fit 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 ITIL® 4 Foundation online 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 online 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 online training course will provide you with a practical and flexible basis to support your organisation on the 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.

Audience

Our ITIL® 4 Foundation online 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 entry-level requirements for the ITIL® 4 Foundation exam, however, the ITIL® 4 qualification is a prerequisite for higher-level ITIL® 4 onliine training courses.

Recommended Reading

Our ITIL® 4 Foundation online training course does not require any existing knowledge of the ITIL® Framework.

What's Included

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

- Quizzes
- Exercises
- Study Guides
- Sample Exam
- Interactive eLearning from PeopleCert
- ITIL® 4 Foundation Proctored Exam

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 online 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

Our ITIL® 4 Foundation online training course contains easy to absorb lessons covering ITIL® terminology, concepts, practices and values.