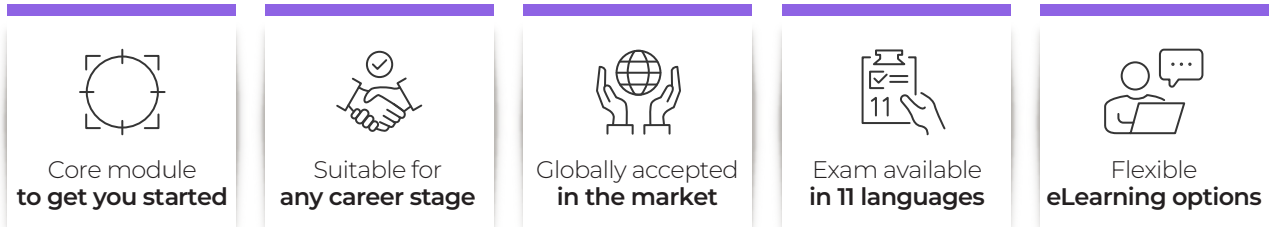# ITIL® 4 FOUNDATION
At a Glance

› **WHERE YOUR JOURNEY TO IT SERVICE EXCELLENCE BEGINS**

WHAT IS ITIL 4 FOUNDATION?

Every journey begins with a step. Start yours with ITIL 4 Foundation, the essential certification for excellence in IT Service Management. ITIL 4 Foundation introduces an end-to-end operating model for the creation, delivery and continual improvement of technology-enabled products and services. This course will help you gain the skills to thrive in the modern service economy.

AT A GLANCE

Core module **to get you started**	Suitable for **any career stage**	Globally accepted **in the market**	Exam available **in 11 languages**	Flexible **eLearning options**

KEY BENEFITS

› **Industry-recognized certification**
Showcase your ability to excel in essential IT service management, and to handle critical tasks in the field.

› **Employers' first choice**
Certify your expertise in managing IT services, making you the preferred choice for roles in IT service management and support.

› **New career opportunities**
Advance your career in IT with an ITIL certification, opening doors to new roles and cutting-edge opportunities in the evolving tech landscape.

WHAT WILL YOU LEARN?

› **Service management concepts**
Learn the fundamental concepts of service management. What defines a service? What are its components? What is its value to stakeholders?

› **Service value system**
Discover the framework that will help you create, deliver, and manage services, including the Service Value Chain, guiding principles, and governance.

› **Four dimensions of service management**
Explore the four dimensions of effective service management: organizations and people, information and technology, partners and suppliers, and value streams and processes.

› **Guiding principles**
Develop a mindset for adopting ITIL practices and adapting them to your specific needs with the seven guiding principles of ITIL 4.

› **Service Value Chain**
Understand how the Service Value Chain helps organizations create value by optimizing their activities and resources.

› **ITIL practices**
Employ ITIL 4 practices to enable working methods aligned to your business strategy, improving the process of service development and supporting users.

› **Key metrics and performance indicators**
Grasp the importance of defining and tracking metrics and KPIs to measure the performance and effectiveness of IT services.
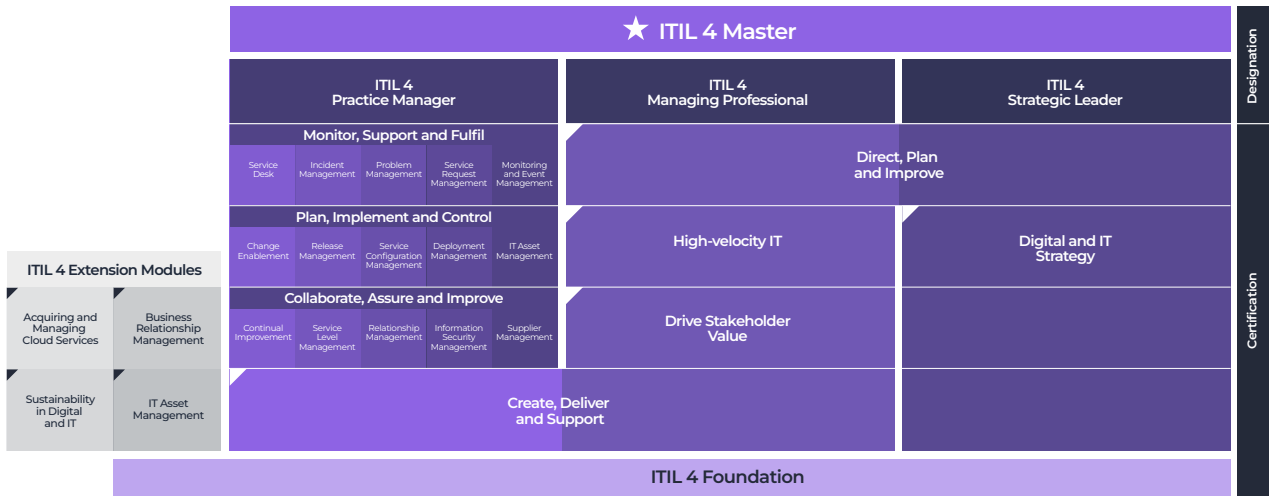
› **Continuous improvement**
Focus on the central ITIL 4 concept of continuous improvement, and the ways in which organizations can iterate and adapt their processes and services.

› **Service Level Agreements**
Study the role of SLAs in defining and managing service quality, and the role of service level management in this context.

OFFICIAL ITIL 4 CERTIFICATION SCHEME
Start with ITIL 4 Foundation!

★ ITIL 4 Master			Designation
ITIL 4 Practice Manager	ITIL 4 Managing Professional	ITIL 4 Strategic Leader	
Monitor, Support and Fulfil Service Desk / Incident Management / Problem Management / Service Request Management / Monitoring and Event Management	Direct, Plan and Improve		Certification
Plan, Implement and Control Change Enablement / Release Management / Service Configuration Management / Deployment Management / IT Asset Management	High-velocity IT	Digital and IT Strategy	
Collaborate, Assure and Improve Continual Improvement / Service Level Management / Relationship Management / Information Security Management / Supplier Management	Drive Stakeholder Value		
Create, Deliver and Support			
ITIL 4 Foundation			

ITIL 4 Extension Modules

Acquiring and Managing Cloud Services	Business Relationship Management
Sustainability in Digital and IT	IT Asset Management

ITIL 4 Foundation is a prerequisite for any ITIL 4 certification, except for the extension modules Acquiring and Managing Cloud Services, and Sustainability in Digital and IT that do not have any prerequisite.

ITIL 4 Managing Professional is awarded when the Create, Deliver and Support, the Driver Stakeholder Value, the High-velocity IT, and the Direct, Plan and Improve certifications are achieved.

ITIL 4 Strategic Leader is awarded when the Digital and IT Strategy, and Direct, Plan and Improve certifications are achieved.

ITIL 4 Practice Manager is awarded when the Create, Deliver and Support certification, and a) any FIVE individual practice-based certifications are achieved, or b) when the Create, Deliver and Support certification, and any ONE certification from the pre-bundled courses is achieved: Monitor, Support and Fulfil, Plan, Implement and Control, or Collaborate, Assure and Improve.

ITIL 4 Master is the highest designation, awarded when the ITIL Practice Manager, Managing Professional, and Strategic Leader designations are all achieved.

COURSE OBJECTIVES

Equip yourself with the knowledge to drive digital transformation	**Enhance your ability to improve organizational processes**	**Foster better collaboration within teams**
Achieve greater transparency between IT operations and development teams	**Enable automation and streamline workflows**	**Integrate and leverage new technologies and practices effectively**

EXAM INFORMATION

40 multiple choice questions	60 minutes	Closed book	Minimum pass mark: 65%	No prerequisites	Certification renewal every 3 years

Start Your ITIL Journey Today and Advance Your Career

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