Document Generated: 11/24/2026

Learning Style: Virtual Classroom

Technology: ITIL®

Difficulty: Beginner

Course Duration: 3 Days

ITIL® 4 Foundation Certification Instructor Led



"If you enroll in this course, you will receive an Official Exam Voucher for I TIL® 4 Foundation."

About this Course:

Who doesn't want their journey to acquire ITIL® 4 certification be smooth & simple. Certainly, everyone does! And this course offers you the knowledge you would

need to clear the ITIL® 4 Foundation Certification exam. In this course, you will receive detailed information about how to manage information technology in the modern service economy. The framework of ITIL® 4 is put together based on proven practices of ITSM and goes further to cover other aspects of customer experience, digital transformation, and value streams while at the same time exploring new working approaches like DevOps, Lean, and Agile. In this course, you'll get to explore complete IT/digital operation model of ITIL® 4 that is used for creating, delivering, and continuously improving tech-based goods and services. Moreover, in this course you will learn the role of technology and IT teams in overall business strategy and progress.

Course Objectives:

- ITIL® 4 Foundation certification exam preparation
- Clearing the exam to acquire the certification
- Utilizing ITIL® 4 guidelines to underscore opportunities for developing IT practices
- Conversing with IT professionals using terminologies and concepts of ITIL® 4
- Discover the practices of IT service management as well as service value chain
- Acknowledge the significance of information technology in business

Audience:

Who should get ITIL® 4 Foundation certificate is a question that must be answered to give the readers a clear idea whether it's the right certification for you or not. This certification is for you, if you are:

- An individual who wish to develop fundamental understanding of the ITIL® 4 framework and its utility within an organization for enhancing the overall IT service management of an organization.
- An IT professional working for an organization that recently implemented ITIL® 4 and you wish to stay updated about service improvement and contribute in the overall integration of IT services in the business.
- This course is also ideal for business managers, project managers, and every person who is involved in the IT service delivery.

Credits Earned:

- 2 ITIL® Expert Credits
- 18 PDU Credits

Prerequisites:

You do not require any pre-requisite to take this program. In actuality, the ITIL® 4 Foundations Certification Exam is a pre-requisite for ITIL® 4 certificates. The main goal of preparing for the certification is to thoroughly understand various ITIL® 4 concepts and elements. You will be well prepared to take the certification exam and

make it through effortlessly, as soon as you have completed the program.

Course Outline:

ITIL 4 Overview

- Introduction to ITIL
- Key Concepts of ITIL

The ITIL Framework

- The Four Dimensions of Service Management
- The ITIL Service Value System (SVS)

The ITIL Guiding Principles

0. Focus on Value
0. Start Where You Are
0. Progress Iteratively with Feedback
0. Collaborate and Promote Visibility
0. Think and Work Holistically
0. Keep It Simple and Practical
0. Optimize and Automate

The ITIL Service Value System (SVS)

0. Governance
0. The Service Value Chain
0. Continual Improvement

Key ITIL Practices

0. Continual Improvement
0. Service Level Management
0. Change Control
0. Incident Management
0. Service Request Management
0. Service Desk
0. Problem Management

Other ITIL Practices

0. General Management Practices
0. Service Management Practices
0. Technical Management Practices