ITIL® 4 FOUNDATION CERTIFICATION
WITH EXAM PREPARATION
Best Practice Based on Expert Advice

AXELOS®

ITIL® FOUNDATION

Why Study ITIL® 4 Foundation Certification with Agilizing?

1 Credibility

All our trainers are well qualified IT expert. We link up learners with credible trainers for on going life-long learning.

2 Real experience

You will learn from IT professionals who have applied latest skills in agile and digital transformation.

3 Special Deals For Alumni

Enrich your profile, get yourself an up-to-date ITIL® 4 certification with us. Or get referral bonus by referring others.

ITIL® 4 Foundation

ITIL® 4 Foundation is the pre-requisite for all the Practice Manager, Managing Professional, Strategic Leader certifications. It is the first step for certifying cross-functional multidisciplinary teams and professionals. Professionals must be certified in ITIL® 4 Foundation before they can progress through the rest of the certification scheme.

*To be awarded the Practice manager designation, a candidate must achieve ITIL® MP CDS certificate and Any five practice-based certifications, either individually or as ONE of the three pre-bundled courses. These may include the ITAM and BRM extension modules or any practices from the Practice manager track.

**ITIL® 4 Master will be awarded to candidates who achieve the Practice Manager (PM), Managing Professional (MP), and Strategic Leader (SL) designations.

Qualification Scheme

Workshop Duration

2-day Workshop | 14 Hours
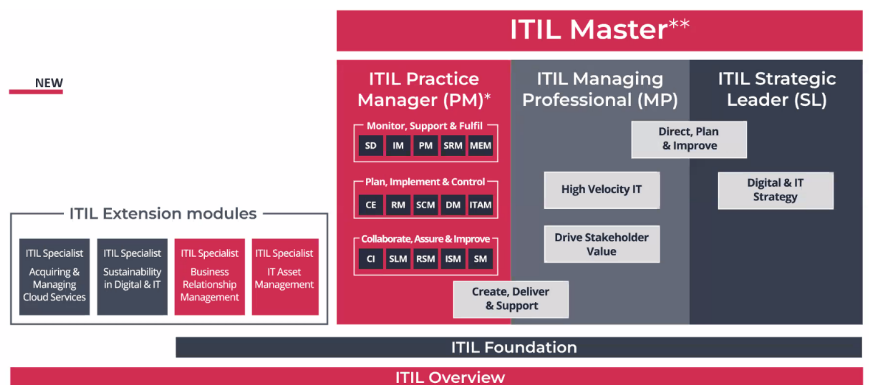
Workshop Description

ITIL® 4 Foundation combines existing ways of working and Agile ways of working, providing you the necessary Agile Service Management emerging practices while applying the ITIL® Framework.

This certification introduces you to the key concepts of ITIL® 4, equipping you with an understanding of the ITIL® framework and its guiding principles. You will learn the four dimensions and 15 practices of agile service management and how to apply them in real life. In addition, you will understand how some of the key concepts in Agile, DevOps and Lean can be applied within the ITIL® framework, allowing you to create value with customers and other stakeholders in products and services. Exam practices to get you better prepared !

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Workshop Outline

1. Course Introduction
- Course logistics
- What is ITIL® 4

2. Key Concepts Of Service Management
- Creating value with services
- Concept of service relationships

3. The Four Dimensions Of Service Management
- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

4. The purpose and components of the ITIL® service value system
- ITIL® guiding principles
- Governance

- Service Value Chain
- Practices
- Continual Improvement

5. Interconnected nature of the service value chain and how this supports value streams. Purpose of each value chain activity

6. Practices
- Purpose and key terms of 15 ITIL® practices
- In depth understanding of 7 ITIL® practices.

7. Summary
- Final review
- Exam preparation
- Exam tips
- Mock exam practice.

Target Audience

- IT Managers
- Agile team members
- Individuals working in other parts of "IT" (digital, product, development) with strong interface with service delivery
- Everyone who interacts with the IT department
- Service Desk agents / managers
- Service / Process / Practice Owners
- IT consultants and trainers / IT auditors
- Students in the following areas: IT, management
- No prerequisites required.

About Us

We are an Accredited Training Organization

All our workshops are rigorously reviewed by an accreditation body prior to publication. You can rest assured that you are receiving the highest quality training at an affordable price.

ITIL ACCREDITED TRAINING ORGANIZATION
PeopleCert ON BEHALF OF AXELOS

Learning is an investment that ignites your future!
Start learning now and seize the opportunity to open doors in your professional journey.

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Don't miss our 5 % Early Bird Offer when you book your spots in advance.

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Want a FREE 15 mins Consultation? Get in touch with us now!

For more information and registration, please contact:

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