



ITIL 4 Foundation Certification Training

Overview

The **ITIL 4 Foundation** certification introduces candidates to the key concepts, terminology, and practices of the **Information Technology Infrastructure Library (ITIL)** framework. ITIL is the globally recognized standard for **IT Service Management (ITSM)**, helping organizations deliver value-driven services efficiently.

This course provides an in-depth understanding of the **ITIL 4 Service Value System (SVS)**, **ITIL practices**, and the **service value chain** to support digital transformation, business growth, and continuous improvement.

Why Choose LEARNINGS24X7?

- **Authorized PeopleCert Training Provider** – Includes an official PeopleCert exam voucher.
- **Multiple Delivery Options** – Classroom, Online Live, Self-Paced, Corporate/In-House & Group Bookings.
- **1-to-1 Live Instructor-Led Training** – Flexible scheduling without batch waiting.
- **Comprehensive Study Materials** – Digital eBook, Official Sample Papers and other study materials.
- **Career Support** – Free 1-hour resume review & career guidance (for 1-to-1 training).
- **Corporate & Bulk Discounts** – Special pricing for teams and organizations.

Course Outline

Module 1: Introduction to ITIL 4

- Key concepts of **Service Management**
- The four dimensions of service management
- Overview of the **ITIL Service Value System (SVS)**

Module 2: ITIL 4 Service Value System & Guiding Principles

- The **7 guiding principles** of ITIL 4
- Governance & Continual Improvement
- How ITIL aligns with **Agile, DevOps, and Lean IT**

Module 3: The ITIL 4 Service Value Chain & Practices

- Understanding the **Service Value Chain (SVC)**
- Integration of ITIL **practices** into the value chain

- ITIL general, service, and technical **management practices**

Module 4: ITIL 4 Key Practices in Detail

- **Incident Management** – Restoring services quickly
- **Problem Management** – Preventing recurring issues
- **Change Enablement** – Managing risks in IT changes
- **Service Request Management** – Handling customer requests efficiently
- **Service Level Management** – Defining and meeting SLAs
- **IT Asset & Configuration Management** – Managing IT assets & configurations

Module 5: ITIL 4 Foundation Exam Preparation

- Official ITIL 4 **sample papers and mock tests**
 - Exam-taking strategies & study techniques
 - Live Q&A sessions
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Learning Outcomes

After completing this course, candidates will:

- Understand the **key concepts** and **principles** of ITIL 4.
 - Learn how **ITIL supports digital transformation** and aligns IT with business objectives.
 - Gain knowledge of the **Service Value System (SVS)** and **Service Value Chain (SVC)**.
 - Understand the **general, service, and technical management practices** of ITIL 4.
 - Be **fully prepared** for the **ITIL 4 Foundation Certification Exam**.
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Who Should Attend?

This course is ideal for:

- IT professionals looking to enhance their **IT Service Management (ITSM) skills**.
 - IT managers, **project managers, business analysts, and service desk teams**.
 - Individuals seeking a globally recognized **ITIL 4 certification** for career advancement.
 - Anyone interested in learning how **ITIL aligns with Agile, DevOps, and Lean IT**.
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Prerequisites

No prior ITIL knowledge is required. However, it is recommended for:

- IT professionals working in **Service Management or related fields**.
 - Individuals interested in IT governance, **service delivery, and IT process improvement**.
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Exam & Certification

ITIL 4 Foundation Exam Details:

- **Exam Provider:** PeopleCert (Web-Proctored Exam)
- **Format:** Multiple Choice
- **Duration:** 60 Minutes
- **Number of Questions:** 40
- **Passing Score:** 65% (26/40 Correct Answers)
- **Retake Option:** Available via PeopleCert Exam Voucher

Certification Benefits:

- Recognized by **global organizations** for ITSM excellence.
 - Opens pathways to **higher-level ITIL certifications** (ITIL Specialist, ITIL Managing Professional, ITIL Strategic Leader).
 - Enhances career opportunities in **IT Service Management, governance, and digital transformation.**
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Frequently Asked Questions (FAQs)

1. How do I schedule my ITIL 4 exam? After completing the course, you will receive a **PeopleCert exam voucher** to schedule your **web-proctored exam**.

2. Do I need prior ITIL knowledge? No, **ITIL 4 Foundation** is an **entry-level certification**, and no prior knowledge is required.

3. What study materials are included? You will receive:

- **Digital eBook**
- **Official ITIL 4 Sample Papers**


4. How does 1-to-1 training work? Our **1-to-1 training** allows you to schedule sessions **at your convenience**, making it ideal for urgent learning needs.

5. Do you offer corporate training? Yes! We provide **customized corporate/in-house training** tailored to your organization's needs.

Enroll Now & Get ITIL 4 Certified!

 **Contact Us for Enrollment & Group Discounts**

 **Visit Our Website:** www.learnings24x7.com

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 **Email:** hello@learnings24x7.com

Advance Your ITSM Career with ITIL 4 Certification!