

Digital Skills

ITIL® 4 Foundation Certificate – IT Service Management

Course Details

Price

£1,495.00

Length

3 full days (09:00-17:00)

Course Overview

The ITIL® 4 Foundation Certificate course provides comprehensive first-level training for anyone involved in provision, support, or delivery of IT-enabled services in a modern digital organisation. It teaches the fundamentals of the very latest version of the most widely adopted guidance on IT service management (ITSM) in the world.

Please note that if this course is being delivered face to face. The deadline for applications is 10 days prior to the course start date.

Content

This course is aimed at all levels of IT professionals, customers and users involved in the provision or receipt of IT Services in any organisation.

Flexible learning that works for you

E: admin@gta.gg | T: 224570 | W: gta.gg

Content covered includes:

- Key concepts in the ITIL 4 framework that build upon Lean, Agile, DevOps and other practices, and how these enable business value to be co-created
- The seven guiding principles of ITIL 4
- ITIL service value system
- The four dimensions of service management
- The ITIL practices with a focus on 15 of these, of which 7 will be covered in detail

The course comprises interactive learning sessions, exercises that reinforce the knowledge gained and practice exam questions.

In preparation for taking the certificate exam on the final day, you will need to spend 90-120 minutes each evening on revision and example examination questions.

Benefits

ITIL 4 Foundation introduces you to the Service Value System (SVS) which describes how all the components and activities of the organisation work together as a system to enable value creation. The ITIL SVS supports many work approaches, such as Agile, DevOps and Lean as well as traditional process and project management, with a flexible value-oriented operating model.

Prerequisites

You will be provided with pre-course work by email prior to attending the course. It is recommended that you spend 1 hour working through the pre-course work before attending the course.

If you have not received your pre-course work within one week of the start of your course, please contact us at admin@gta.gg.

Assessment

The course culminates in a one-hour multiple-choice examination for the ITIL 4 Foundation Certificate and is a pre-requisite for the further training in ITIL 4.

The exam is multiple choice with 40 questions to be completed in 60 minutes. Closed book format.

The pass mark is 26 out of 40 (65%).

The exam is delivered online by PeopleCert and can be taken at the delegate's convenience after the course.

From 2023, all PeopleCert Global Best Practice certifications must be renewed every three years.

Proof of identification:

In order to be eligible to take the associated exam, you are required to provide photo ID with a valid signature, eg a driving licence, passport or named work ID badge, prior to sitting your exam. Failure to produce this ID will result in your exam results being withheld until proof of ID is provided. Please note that if proof is not provided within 40 days, your exam results will be null and void and a re-sit would be required.

Next Steps

If you would like to book a place on this course please click on the **'Book Course'** button to the right of this page and login or register for a user account to complete your booking(s). Any queries please do not hesitate to contact us via admin@gta.gg or call us on 01481 224570.

If no date is scheduled for this course at the present time please click on the **'Register Interest'** button and login or register for a user account so that we can add you to our course interest register. This register allows us to contact our tutors and finalise dates for a course as soon as we have a few people who have expressed their interest, so the more delegates who register their interest, the sooner we can schedule a particular course.

Course Tutor

Kevin Shaw

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