

# TrainingByteSize

*Empowering project professionals through learning*

## ITIL® 4 Foundation



ACCREDITED TRAINING ORGANIZATION

PeopleCert ON BEHALF OF AXELOS

- Flexible Study Options
- Exceptional Pass Rates
- Trusted By Thousands
- Expert Support

[www.trainingbytesize.com.au](http://www.trainingbytesize.com.au)

# ITIL® 4 CERTIFICATION



ITIL (‘Information Technology Infrastructure Library’) is the world’s most widely used IT Service Management framework, and helps individuals and organizations use IT services to realize business change, transformation and growth.

## Why ITIL 4 Certification?

ITIL is a professionally recognised certification scheme used by millions globally, supporting organizations and individuals to gain optimal value from IT and digital services.

The ITIL certification scheme provides a modular approach to the ITIL framework, and is comprised of a series of qualifications focused on different aspects of ITIL best practice to various degrees of depth and detail.

The tiered structure of the qualification offers candidates flexibility relating to the different disciplines and areas of ITIL and the ability to focus their studies on key areas of interest.

The ITIL 4 Foundation qualification is intended to introduce candidates to the management of modern IT-enabled services and provide them with an understanding of the common language and key concepts in the framework. It will also show them how they can improve both their work and the work of their organization with ITIL 4 guidance.



### KEY TEXT: ITIL Foundation (ITIL 4 Edition) – The Official Handbook

The ITIL Foundation (ITIL 4 Edition) serves as an expert reference guidance for solving day-to-day problems using the Service Value System (SVS) of the ITIL Framework. As part of the Axelos Best Practice suite of publications, the handbook fully aligned with the ITIL 4 Foundation exam and is ideal guidance for IT professionals who require an understanding of the ITIL 4 framework and how to apply it to the modern digital world.

*The official e-book is included as part of the ITIL 4 Foundation course - hard copies can be purchased on request.*

## Some of the Benefits of ITIL 4 Certification

### Individual:

- ✔ Learn the global language used within ITSM to effectively communicate with colleagues and other ITSM professionals.
- ✔ Learn how to apply ITIL tools, techniques and concepts to improve your efficiency and effectiveness
- ✔ Be recognized for your expertise by your peers both inside and outside the organization
- ✔ Increase your salary prospects with ITIL qualifications.

### Organizational:

- ✔ Ensure the quality of services matches customer needs and expectations.
- ✔ Support business change at the speed your customer needs, while ensuring a stable and low-risk environment. Improve productivity by clarifying staff roles and responsibilities.
- ✔ Build and maintain positive business relationships with customers and improve customer satisfaction



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**Learn more about the key benefits of ITIL for you and your organization**

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# ITIL® 4 FOUNDATION



The ITIL® 4 Foundation certification is designed as an introduction to ITIL 4 and enables candidates to look at IT Service Management through an end-to-end operating model for the creation, delivery and continual improvement of tech-enabled products and services.

## What does the ITIL 4 Foundation Certification Cover?

ITIL 4 Foundation introduces candidates to the Service Value System (SVS) which describes how all the components and activities of the organisation work together as a system to enable the creation of value. The ITIL SVS supports a variety of work approaches (e.g. Agile, Lean, and traditional process and project management), with a flexible operating model based on values.

## Learning Outcomes

Successful candidates will be able to:

- ✓ Understand the key concepts of service management
- ✓ Understand how the ITIL guiding principles can help an organization adopt and adapt service management
- ✓ Understand the four dimensions of service management
- ✓ Understand the purpose and components of the ITIL service value system
- ✓ Understand the activities of the service value chain, and how they interconnect
- ✓ Know the purpose and key terms of 15 ITIL practices, and develop understanding of 7 of them.

## Who is the ITIL 4 Foundation Certification for?

ITIL 4 Foundation is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organization to embrace the leading ITSM framework. It is for professionals at the start of their ITIL 4 journey or people looking to update their existing ITIL knowledge.

## Course Details

**Level**  
Beginner

**Length**  
Online: 10-15 Hours  
Classroom/Virtual: 3 Days

**Pre-requisites**  
None

**Exam Format**  
Multiple Choice,  
40 Questions

**Exam Duration**  
1 Hour

**Pass Mark**  
65%



*Great course, very informative and engaging.*

Aimee, Delegate

## Flexible Learning Options



ON-SITE



CLASSROOM



E-LEARNING



MOBILE



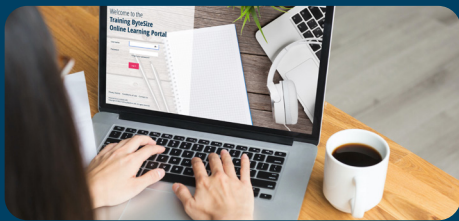
VIRTUAL



# Flexible Study Options

## Study online

- Study at your own pace on our dedicated Learning Platform
- Access the course and exam anywhere, anytime
- Engaging and expert content



You can study our course online at your own pace from anywhere in the world via our dedicated Learning Platform.

Designed by skilled animators and the most knowledgeable script writers, our online courses are incredibly engaging and use a mix of audio, film, animation, pictures and diagrams; this ensures they are suitable for all types of learners.

Quality online learning is at the heart of what we do, so when you study a Training ByteSize course you can be assured of a tried and tested quality product.

## Study in a virtual classroom

- Teaching in the comfort of your home or office
- Ask questions to our trainers throughout the training using a webcam or headset
- Expert trainers
- Access training and take your exam anytime, anywhere



Our Virtual Course platform delivers accredited and certified training, led by leading subject matter experts, direct to your home, mobile, computer or office without the hassle of travelling or staying away. It is so easy to fit in an online class into your busy schedule; simply log in from home, the office, or even while you are travelling.

Students can ask questions using a headset, webcam, or a chat window, and have their questions answered, just like in a traditional classroom. Questions can be lined up and answered at intervals without interrupting the teacher's flow of thought. There is no difference in the level of interaction – in fact, distractions are significantly reduced because of this way of teaching.

If you have a group to train, we have a structured programme in place to ensure everyone gets the most out of the course. We offer a managed service where we can provide regular reports on learners' progress and share quiz results to ensure only those that are ready are put forward for the exam.

“Excellent foundational course... I now know more of the jargon in meetings so that it makes more sense and I have a clearer understanding!”

Gaby, Delegate

Flexible Learning Options



ON-SITE



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E-LEARNING



MOBILE



VIRTUAL

## Study onsite

- Bespoke training option
- Cost effective learning for groups
- Save time and money on travel expenses - we come to you
- Access to some of the best trainers in the industry
- Pre-course learning materials
- Telephone and email support



If you are looking to train a team of people, you will find that our onsite training is a viable and cost effective option for you. You will also find you save money through the omission of travel, accommodation, and dinner expenses.

If you have a training room onsite you are more than welcome to take advantage of that. Or if you prefer, we could organise the project management training at a local venue, giving delegates a fresh learning environment.

Our trainers have a minimum of 10 years training experience, and with extensive experience in running and managing live projects, they have the real-life experience to bring the training to life and ensure that learners gain applicable knowledge.

Contact our expert team of learning advisors for a tailored quote and to find out more.

## Fully Accredited Training, Globally Recognized



ACCREDITED TRAINING ORGANIZATION

PeopleCert ON BEHALF OF AXELOS

With its value proven in organizations and industries of all kinds, becoming certified in ITIL is sure to stand you in good stead, and global recognition means that your ITIL certification will travel with you, wherever you go.

Whether you are building a career in IT service management or you want to develop your understanding and add value while working alongside IT service professionals, getting your certification with us will give you the knowledge and skills you need to succeed.



*Great! Fantastic communication when arranging the course.*

*Feedback on the course was that all participants found the course really informative and enjoyable - thank you, we look forward to working with you again.*

Delegate

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## About Us

At Training ByteSize, we are experts in delivering accredited project, programme and IT service management training through a range of study styles. With **over 30 years' experience** in the industry, your success is key to our success.

**We understand how people learn**, we know how to train people to pass their exams, and we employ the best trainers and specialise in small class sizes to help you get the best from your investment.

**We are very proud to boast an almost 100% pass rate in our exams and we are delighted with our five star reviews** from individual learners to international corporate clients alike. So as a business that is looking to enhance change management skills and knowledge of staff at all levels across the company, and ensure everyone passes their exam first time, we believe **Training ByteSize is a name you can trust.**

**We thrive on providing a reliable service to customers and we are proud to maintain an exceptional renewal rate with our corporate clients.** Perhaps one of the biggest reasons for this success is our bespoke approach; we provide the training in the exact way you want it, whether that is on-site, online, virtual, classroom-based or a combination of these. As a family-run business we are small enough to care, but big enough to support clients from start to finish in the way they would like to learn.

**All our trainers are experienced project and change managers** before becoming accredited trainers. They each bring a wealth of experience to the classroom with a minimum of 15 years practical experience and 10 years training experience.

**Wherever in the world you are, we are here to help. We can carry out a comprehensive analysis of your business to accurately identify gaps in skills and knowledge, and tailor packages to meet your exact requirements. Please speak to our friendly team of experts today to find out how we can help.**

*James Kinch*

Country Manager



Flexible Learning Options



ON-SITE



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E-LEARNING



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VIRTUAL

**Accredited training** with **exceptional pass rates**. Delivered online, in the classroom, blended, or virtually.

Our portfolio of industry-leading qualifications includes:

- AgileBA®
- AgilePM®
- APM Apprenticeships, PFQ, PMQ and ChPP
- Better Business Cases™
- Business Analysis
- Business Relationship Management®
- Certified PPP Professional (CP3P)
- Change Management
- Essentials for PMO Administrators
- ITIL® 4
- Managing Benefits
- Managing Successful Programmes®
- Praxis™
- PRINCE2 Agile®
- PRINCE2®
- Professional Scrum Master
- Project Planning and Control
- Service Desk Analyst

Visit Our Website  
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