ITIL® 4 Foundation

ITIL ACCREDITED TRAINING ORGANIZATION
PeopleCert ON BEHALF OF **AXELOS**

ITIL® IS THE ONLY CONSISTENT AND COMPREHENSIVE DOCUMENTATION OF BEST PRACTICE FOR IT SERVICE MANAGEMENT.

WHAT IS ITIL?

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 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.

ITIL 4 FOUNDATION IS SUITABLE FOR:

- Those who require a basic understanding of the ITIL framework
- Those who want to understand how ITIL can be used to enhance IT service management
- IT professionals or others working within an organization that has adopted ITIL.

FOUNDATION COURSE SYLLABUS

- Understand the key concepts of service management
- Understand how the ITIL guiding principles can help an organization 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
- Understand 7 ITIL practices

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