



ITIL 4 Foundation - English

ITIL Foundation is the first step into the world of IT service management and the basis for all following ITIL trainings. You'll obtain an overview of the ITIL processes, functions and roles that is valuable in practice. The contents are communicated in an interactive and practice-orientated way which ensures that you'll learn the necessary terminology. This allows you to implement ITIL in your daily work and you'll receive an optimal preparation for the ITIL Foundation exam.

List Price

690,00 € excl. of VAT

821,10 € incl. of VAT

Duration

2 days

Fee for Exams

295,00 € excl. of VAT / 351,05 € incl. of VAT

Exam Insurance

59,00 € excl. of VAT / 70,21 € incl. of VAT

Services Presence

- Course in the Training Centre
- Catering
- Confirmation of Participation/Certificate

Services Online Training

- Technical Support
- Online Access
- Confirmation of Participation/Certificate

Your Contact Person



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Contents

The ITIL Foundation training consists of different contents and aspects that flow seamlessly into each other. The training is based on the official syllabus and ITIL4. In a nutshell, you'll learn the theory of ITIL and prepare for the Foundation exam.

- IT service management in practice
- The service lifecycle
- Contents of the individual lifecycles
- ITIL key terms and models
- IT service management concepts and processes
- Chosen roles and functions
- ITSM technology and architecture
- ITIL qualifications and educational possibilities

Objectives

In 2 days you'll learn the basics of IT service management according to ITIL on the Foundation level. This includes the fundamental principle of the service lifecycle, the processes, functions and roles. During the trainings you'll learn the necessary terminology and prepare yourself for the ITIL Foundation exam in an optimal manner. The ITIL Foundation exam measures the theoretical expertise you have acquired in order to be able to continue successfully on your path towards the Expert level through the ITIL Intermediate trainings.

The ITIL Foundation training is officially accredited and fulfils the requirements of the Official Accreditor for ITIL (AXELOS). This means that all crucial ITIL contents are guaranteed to be communicated.

Course Information



Audience

You might be a service or IT organisation manager or employee, leader, CEO, IT professional or business manager. Or maybe you wish to gain a fundamental understanding of ITIL and acquire the official certificate.

Requirements

You need no previous knowledge to participate in the ITIL Foundation training. All necessary contents are communicated during the training.

Exam/Certification

ITIL4 Foundation Exam

Duration: 60 minutes

Questions: 40 multiple choice questions

you'll need 26 points (65%) to pass the exam. The maximum score is 40 points (100%).

No aids are allowed, and the exam is not scenario-based.

Exam languages: English

Exam institute: PEOPLECERT
