ITIL® 4 Foundation (2 day)

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 16.00 hours (2 days) **13.0 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL 4 Foundation
Related Exam:	ITIL-4-Foundation

Course Overview

ITIL® is the world’s leading best practice framework for implementing IT Service Management. ITIL version 4 introduces IT Service Management through the lens of a Service Value System (SVS), which provides a holistic end-to-end view of how to successfully contribute to business value, and also how to leverage concepts from models such as Lean IT, Agile, DevOps and Organizational Change Management. This foundational course immerses you in the guiding principles, dimensions, and practices of ITIL® 4. This course will earn you 14 PDUs. This class includes an exam voucher.

About This Course

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Who Should Attend

This course is designed for anyone who needs an understanding of IT Service Management to help deliver better value to customers. It is appropriate for all IT staff and management, as well as customers who work closely with IT to support business requirements. This course is also designed for students who are seeking the ITIL® 4 Foundation certification and who want to prepare for ITIL® 4 Foundation exam.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

By the completion of this course, you will have a deep understanding of the 7 Guiding Principles, 4 Dimensions of Service Management, 34 ITIL® Practices, and the new Service Value Chain that incorporate the core of ITIL® version 4.

Detailed Course Outline

1 - ITIL 4 OVERVIEW

- Introduction to ITIL
- Key Concepts of ITIL

2 - The ITIL Framework

- The Four Dimensions of Service Management
- The ITIL Service Value System

3 - The ITIL Guiding Principles

- Focus on Value
- Start Where You Are
- Progress Iteratively with Feedback
- Collaborate and Promote Visibility
- Think and Work Holistically
- Keep It Simple and Practical
- Optimize and Automate

4 - THE ITIL SERVICE VALUE SYSTEM (SVS)

- Governance
- The Service Value Chain
- Continual Improvement

5 - Key ITIL Practices

- Continual Improvement
- Service Level Management
- Change Control
- Incident Management
- Service Request Management
- Service Desk
- Problem Management

6 - Other ITIL Practices

- General Management Practices
- Service Management Practices
- Technical Management Practices

□□ Certification Path

ITIL 4 Foundation

Exam: ITIL-4-Foundation

Frequently Asked Questions

Q: What delivery options are available for ITIL® 4 Foundation (2 day)?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® 4 Foundation (2 day) course helps prepare you for the ITIL 4 Foundation certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL-4-Foundation official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 2-day ITIL® 4 Foundation (2 day) course provides up to 13.0 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® 4 Foundation (2 day) training?

The training takes place over 2 day(s), with each day lasting approximately 16.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® 4 Foundation (2 day)?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® 4 Foundation (2 day). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL® 4 Foundation (2 day)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® 4 Foundation (2 day) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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