ITIL®4 Foundation - accredited training with exam

ITIL®4 introduces an updated version of the IT service management framework.
Version 4 acquires selected elements from the Practitioner level, especially the principles. ITIL®4 also introduces, in the spirit of system thinking, the way of managing products and services as value chains, from the expressed demand to measurable value. ITIL practices are embedded in a coherent ecosystem, in which products and services are delivered in an uninterrupted cycle of creation, testing, implementation, feedback and improvement.

ITIL® 4 OFFICIAL CERTIFICATION SCHEME

ITIL® 4 Foundation is a prerequisite for any ITIL® 4 certification, except for the extension modules ITIL® Acquiring and Managing Cloud Services, and ITIL® Sustainability in Digital and IT that do not have any prerequisite.

ITIL® 4 Managing Professional is awarded when the Create, Deliver and Support, the Driver Stakeholder Value, the High-velocity IT,and the Direct, Plan and Improve certifications are achieved.

ITIL® 4 Strategic Leader is awarded when the Digital and IT Strategy, and Direct, Plan and Improve certifications are achieved.

ITIL® 4 Practice Manager designation is awarded when the Create, Deliver and Support certification, and any ONE certification from the pre-bundled courses is achieved: Monitor, Support and Fulfil, Plan, Implement and Control, or Collaborate, Assure and Improve.

ITIL® 4 Master is the highest designation, awarded when the ITIL Practice Manager, Managing Professional, and

Strategic Leader designations are all achieved.

Training recipients

The training is addressed to:

- Managers and employees of IT organizations planning to improve internal processes based on the best practices of ITIL®4, employees of companies providing IT services
- People who want to improve their qualifications in IT service management and pass the exam "Foundation Certificate in IT Service Management" (ITIL®4 Edition)

Benefits

ITIL® is a globally recognized set of best practices for IT service management. Learning it will help you understand the concepts, terminology, and processes commonly used to support organizational growth in the area of ITSM. It will also enable you to introduce improvements in managing organizational data and effectively measure the performance of the IT services you manage. By studying ITIL®, you prepare yourself to apply new skills in enterprise management.

Benefits for training participants:

- An ITIL® certificate serves as a benchmark that defines your skills and knowledge of IT service management principles. Companies worldwide recognize ITIL® certification as a prerequisite for employment in IT service management departments.
- Participation in the training allows you to learn the standard terminology and management processes defined in ITIL®, which will make it easier to communicate with vendors and business partners in IT service management, as well as help you focus on customer expectations and user experience.
- The quality of service delivery depends on the skills and knowledge of IT staff. ITIL® training aims to provide knowledge and prepare IT managers to efficiently solve problems.
- Familiarity with ITIL® contributes to improving the cost-effectiveness of business processes that involve IT services. By skillfully optimizing the use of available resources while considering potential risk factors, ROI increases, helping the organization achieve sustainable growth.
- Obtaining an ITIL® certificate enhances your qualifications, which may translate into a higher salary. Beyond financial benefits, it also provides greater opportunities for further career development.

Training program

1. Introduction
2. Key concepts of service management
   - Value and its creation
   - Organizations, service providers, service consumers and other stakeholders
   - Products and services
   - Model of service relations
   - Value: results, costs and risks
3. Four dimensions of service management
   - Organizations and people
   - Information and technology
   - Partners and suppliers
   - Value streams and processes
4. Service value system
   - Opportunities, demand and value
   - ITIL guiding principles
   - Governance
   - Value service chain
   - Continual improvement
   - Practices
5. General management practices
   - Continuous improvement
   - Information security management
   - Relationship management
   - Supplier management
6. Service management practices
   - Change enablement
   - Incident management
   - IT asset management
   - Monitoring and event management
   - Problem management
   - Release management
   - Service configuration management
   - Service Desk
   - Service Level Management
   - Request fulfilment
7. Technical management practices
   - Deployment management
8. Discussion of test exam questions

Expected preparation of the participant

No special preparation of the students is required.

Training Includes

The training price includes:
- Accredited training materials
- Voucher for the ITIL® 4 Foundation online exam
- Authorized ITIL® 4 Foundation manual in the online version (as required by the vendor)

Additional options:
- Take2 re-sit exam: 200 zł

  Attention: purchasing this option is only possible through Altkom Academy before the training.

The prices presented on the website apply to sales on the Polish market. For customers outside Poland, or in cases where the PeopleCert exam requires settlement under a different region, the final price may be adjusted in accordance with PeopleCert's applicable regional pricing policy. Please contact us to confirm the price and receive an offer tailored to your country/region: trainings@altkom.pl

Language

- Training: English
- Materials: English
- Exam: English

Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.

Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.

Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.

The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

Duration

2 days / 16 hours

Examination description

- Exam duration: 60 minutes
- Format: Multiple-choice test consisting of 40 questions
- Passing score: Minimum of 65% (26 out of 40 correct answers)
- Closed book: No textbooks or training materials allowed during the exam