

## ITIL® 4 Foundation compact course («IT4»)

You will learn how to manage IT service management with a service value system and how to harmonize the «old» world with new methods such as Scrum. You will be specifically prepared for the ITIL® 4 Foundation certification.

**Duration:** 2 days

**Price:** 2'400.–

**Course documents:** Accredited courseware & official Axelos book (digital) incl. exam voucher

### Content

ITIL® 4 is the consistent further development of ITIL® v3 / 2011, taking into consideration the current and future requirements of companies such as Agile, Lean and DevOps. ITIL® 4 is not a completely new version, but an update.

ITIL® 4 is the framework for managing IT-enabled services and is designed to create shared value and drive business success in the digital age. For more information, visit our [blog](#) on ITIL® 4.

1. Course introduction
  - Introduction to ITIL® 4 service management in the modern world
  - Introduction to ITIL® 4
2. Service management: Key concepts
  - Value and value co-creation
  - Value: Service, products and resources
  - Service relationships
  - Value: Outcomes, costs and risks
3. The guiding principles
  - The seven guiding principles
  - Applying the guiding principles
4. The four dimensions of service management
  - Organizations and people
  - Information and technology
  - Partners and suppliers
  - Value streams and processes
  - External factors and Pestle model
5. Service value system
  - Overview of service value system
  - Overview of the service value chain
6. Continual improvement
  - Introduction to continual improvement
  - The continual improvement model
  - Relationship between continual improvement and guiding principles
7. Overview of ITIL®
  - Purpose of ITIL®
  - Continual improvement
  - Change control
  - Incident management
  - Problem management
  - Service request management
  - Service desk practice
  - Service level management practice
8. Exam preparation

## Key Learnings

- Understanding the ITIL® key concepts, i.e. how modern IT and digital service organizations work
- Knowledge of how ITIL® guidelines can help an organization implement and adapt ITIL® service management
- Knowledge of the four dimensions of ITIL® Service Management
- Understanding of the purpose and components of the ITIL® Service Value System, as well as the activities of the Service Value Chain and how they work together
- Knowledge of the various ITIL® practices and how they contribute to value chain activities
- Understanding of how value streams increase speed and efficiency
- Understanding about cultural or behavioral principles and how they guide the work and benefit the entire organization

## Target audience

The course prepares you for the ITIL® 4 Foundation certification in 2 days. If you are interested in exercises, practical tips and a sustainable learning experience, we recommend the «[ITIL® 4 Foundation in Practice](#)» course.

This course is aimed at people who are involved in IT Service Management / ITIL® and want to optimize the benefits of IT in their organization. This includes IT specialists as well as project leaders, managers, consultants and process managers.

## Certification

You can book the exam in English or German. The courseware and official literature are available in either English or German. In general, we recommend that you take the exam in the language of the official literature. When you register for the exam, you can choose the language of the exam and the language of the eBook.

You will receive a voucher for the online exam via email from PeopleCert a few days before the course starts. The exam voucher must be redeemed directly with PeopleCert, where you can register for an available exam date. The online exam is proctored by a PeopleCert proctor, which requires a device with a microphone and camera. We recommend taking the exam on a private PC/notebook, as company notebooks are often subject to certain restrictions.

For more information about the exam, please visit the PeopleCert website [here](#).

**Format:** multiple-choice exam questions, number of questions: 40, pass rate: 65% (26 points out of 40), duration: 60 minutes, closed book

### «Take2» option:

This option allows you to retake the exam at a lower price if you do not pass. The retake exam takes place **online**. If required, you can book this option independently in your PeopleCert candidate profile before booking the exam. You have up to 6 months from the date of the first exam to prepare and take the retake exam.

<https://www.peoplecert.org/en/terms-of-service-and-privacy-policy> – under this link you will find more information about the complaint management of our certification partner and your rights.

## Additional information

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## Further courses

- ITIL® 4 Practice Manager: Monitor, Support and Fulfil («ITMSF»)
- ITIL® 4 Leader: Digital and IT Strategy («DITS»)
- ITIL® 4 Practice Manager: Collaborate, Assure and Improve («ITCAI»)
- ITIL® 4 Managing Professional (MP) («761MP»)
- ITIL® 4 Strategist: Direct, Plan and Improve («ITDPI»)
- ITIL® 4 Specialist: Create, Deliver and Support («ITCDS»)
- ITIL® 4 Strategic Leader («ITILSL»)
- DevOps Foundation («DEVFOK»)
- ITIL® 4 Practice Manager: Plan, Implement and Control («ITPIC»)
- Certified Agile Service Manager («DEVSM»)
- ITIL® 4 Specialist: IT Asset Management («ITAM»)
- ITIL® 4 Specialist: Drive Stakeholder Value («ITDSV»)
- ITIL® 4 Specialist: High Velocity IT («HVIT»)

## Any questions?

We are happy to advise you on +41 44 447 21 21 or [info@digicomp.ch](mailto:info@digicomp.ch). You can find detailed information about dates on [www.digicomp.ch/courses-service-project-management/itil/course-itil-4-foundation-compact-course](http://www.digicomp.ch/courses-service-project-management/itil/course-itil-4-foundation-compact-course)