TRAINING
PROGRAMME

ITIL® 4 FOUNDATION

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Description

📅 2 days

⭐ Accredited training

💬 Language of training: Polish or English

📗 Language of materials: Polish or English

The Fourth Industrial Revolution. The digital transformation of our world leads to inevitable interactions between people, digital technologies, and physical resources. It is an increasingly dynamic and complex environment that requires organizations to be ever more agile and equipped with ever better tools.

One of the tools for effective management is ITIL, a set of best practices for IT Service Management.

ITIL4 Foundation is a two-day course that introduces participants to the new iteration of the IT Service Management Best Practices, through which we learn the two core concepts that make up the new approach: the Service Value System (SVS) and the Four Dimensions of Service Management. The new structure of best practices allows organizations to better understand and then optimize workflows that enable the co-creation of value with stakeholders in alignment with the organization's mission, vision, and governance.

Purpose of the Training

- ✅ To provide participants with knowledge of ITIL 4 that will enable them to consciously participate in service management,
- ✅ To prepare participants for the ITIL 4 Foundation certification exam.

Target Group

- ✅ Individuals interested in a career in IT Service Management
- ✅ ITSM Managers and those who want to move into IT Service Management,
- ✅ Individuals outside of IT who are involved in defining requirements or verifying the quality of IT services,
- ✅ Individuals interested in obtaining the ITIL® 4 Foundation certification,
- ✅ Holders of previous ITIL® certifications who wish to refresh their knowledge.

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Benefits

- ✅ Understanding the new concepts – the Service Value System (SVS) and the Four Dimensions of Service Management,
- ✅ Familiarization with the 15 core ITIL practices,
- ✅ Understanding the seven Guiding Principles,

Exam and Certification

Exam details:

- ✅ mandatory exam,
- ✅ multiple-choice, single-response questions test,
- ✅ number of questions: 40,
- ✅ pass threshold: 65% (26 out of 40 possible points),
- ✅ language of the exam: English, Polish, among others - selected on the Accreditor's website during exam registration,
  current list of available exam languages can be found on the Accreditor's website: https://www.peoplecert.org/browse-certifications/it-governance-and-service-management/ITIL-1/itil-4-foundation-2565
- ✅ duration: 60 minutes (75 minutes for non-native speakers),
- ✅ mode: online (after online training) or in-person (after in-person training),
- ✅ date: post training, selected by participants at the Accreditor's availability,
- ✅ closed book - no use of materials,
- ✅ validity of the certificate: 3 years,
- ✅ the participant who scores the necessary number of points in the exam is awarded the international certificate in electronic form.

Note! According to the Accreditor's guidelines, the training must be purchased together with the exam package, which includes the **online exam, access to the e-book, and Official Training Materials (OTM)**.

In addition to OTM, you will receive accredited training materials prepared by Inprogress in the form of a training presentation.

In addition, you can purchase exam retake Take2 Re-sit Exam Option. In case of a negative result, this option allows you to retake the exam in an online format within 6 months of the original date, without paying the full cost of the exam.
The Take2 Re-sit Exam Option can **only be purchased when placing an order for the first exam date**.

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Training Programme

MODULE 1 - Key ITIL definitions

- Overview of the ITIL library and its evolution.
- Basic terms and definitions: service, products, service delivery and consumption, outputs, outcomes, roles in the service relationship: service providers, service users (customer, user, sponsor), suppliers, processes, service management, service resources, value (including utility and warranty).
- Exercise: Outputs and outcomes

MODULE 2 – Four dimensions of service management

- Organizations and people,
- Information and technology,
- Partners and suppliers,
- Value streams and processes.
- Exercise: Relationships between dimensions

MODULE 3 – 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.
- Exercise: Guiding principles – application

MODULE 4 – Service value system

- Concept overview,
- Opportunity and demand,
- Value (different stakeholders),
- SVS components: guiding principles, governance, service value chain, practices, continual improvement,
- Service value chain activities.
- Exercise: Value stream

MODULE 5 – Continual improvement

- Continual improvement model
- Exercise: Sudoku (optional)

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MODULE 6 – Practices

- ✅ Definition of practice
- ✅ Practice overview:
  - o General management practices,
  - o Service management practices,
  - o Technical management practices.

Key practices - monitor – support - fulfill

- ✅ Service Desk
- ✅ Incident management practice
- ✅ Problem management practice
- ✅ Service request management practice
- ✅ Event monitoring and management practice

Key practices – plan – implement - control

- ✅ Change enablement practice
- ✅ Release management practice
- ✅ Deployment management practice
- ✅ Service configuration management practice
- ✅ IT asset management practice

Key practices – collaborate – assure - improve

- ✅ Continual improvement practice
- ✅ Relationship management practice
- ✅ Service level management practice
- ✅ Supplier management practice
- ✅ Information security management practice

Training Methods and Tools

The training combines **lecture** and **workshop** methods.

LECTURE	WORKSHOP

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The training is based on a multimedia presentation prepared by the instructor and is enriched through facilitated discussions and the exchange of participant experiences.	✅ Small group exercises, ✅ Individual exercises, ✅ Case studies ✅ Facilitated discussions, ✅ Exchange of participant experiences

The selection of training methods and content, supported by the instructor's professional and training experience, ensures participants receive a **comprehensive overview of the subject matter** and **gain practical skills**.