VIRTUAL ITIL® 4 FOUNDATION CERTIFICATE IN SERVICE MANAGEMENT

REQUIREMENTS:

- PC with Microsoft Teams & microphone (no video required)
- An internet connection

FOUNDATION CERTIFICATION COURSE

Adhering to the ITIL best practice framework, this internationally recognised training course is suitable for all levels of experience. The ITIL Foundation Certification course provides the ideal basis for any staff member to learn about the management of modern IT-enabled services, to provide them with an understanding of the common language and key concepts, and to show them how they can improve their work and the work of their organisation with ITIL 4 guidance.

Furthermore, the qualification will provide the candidate with an understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working.
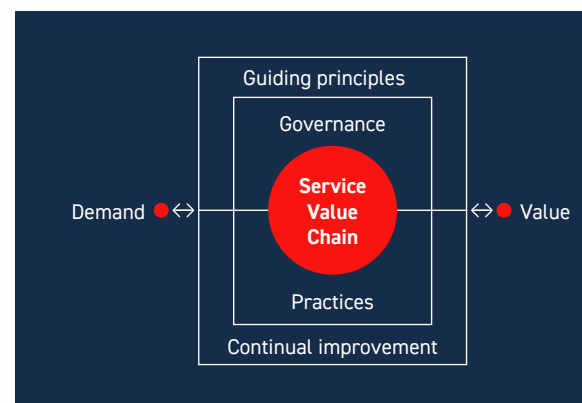
VIRTUAL FORMAT

Virtual means that the original 2 days of theory of the classroom course, will now be delivered in 4 half-day sessions, 'live' by a trainer, via Microsoft Teams, in front of a presentation (to provide as much as possible the experience, quality and interaction of classroom training).

The use of video, audio and chat functionality ensures the engagement and involvement thus maximising education opportunities for all attendees. Theory is mixed with discussions and exercises to make sure that the concepts and terminology are not only understood but can be readily applied after the course.

THE ITIL SERVICE MANAGEMENT FRAMEWORK

ITIL is universally recognised as the most practical and widely applicable framework for Service Management. It forms the basis for the international standard (ISO\IEC 20000) and is used by government, international organisations, outsourcers and many others.

ITIL 4 is the latest iteration (released in 2019) and has been designed to help organisations meet the increasing demand from today's complex digital environment. It expands previous versions by providing a practical and flexible basis to support organisations on their journey to the new world of digital transformation. It provides an end-to-end digital operating model for the delivery and operation of tech-enabled products and services and enables IT teams to continue to play a crucial role in wider business strategy.

Guiding principles
Governance
Service Value Chain
Practices
Continual improvement
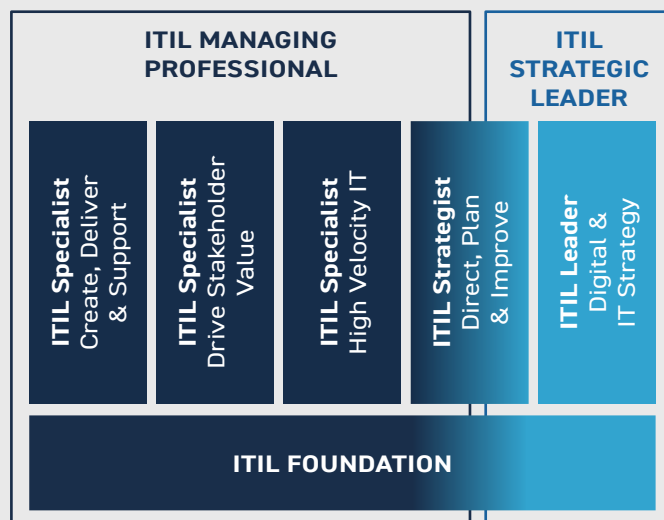Demand ●↔
↔● Value

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TARGET AUDIENCE

The target audience for this qualification is:
- Individuals at the start of their journey in service management
- Service management professionals that are working within an organisation that has adopted and adapted ITIL, who need to be informed about and thereafter contribute to ongoing service improvement
- Existing ITIL qualification holders wishing to update their knowledge.

LEARNING OUTCOMES

The purpose of the ITIL Foundation certificate is to certify that the candidate can demonstrate sufficient recall and understanding of the ITIL 4 service management framework. Candidates can expect to gain knowledge and understanding in the following:

- Understand the key service concepts
- Understand how the ITIL guiding principles can help an organisation
- Understand the four dimensions of service management
- Understand the purpose and components of the ITIL service value system
- Understand the activities of the service value chain, and how they interconnect
- Know the purpose and key terms of 15 ITIL practices
- Understand 7 ITIL practices in detail, including how they fit within the service value chain.

ITIL MANAGING PROFESSIONAL

- ITIL Specialist — Create, Deliver & Support
- ITIL Specialist — Drive Stakeholder Value
- ITIL Specialist — High Velocity IT
- ITIL Strategist — Direct, Plan & Improve

ITIL STRATEGIC LEADER

- ITIL Leader — Digital & IT Strategy

ITIL FOUNDATION

EXAMINATION

Our course-fee includes the ITIL Foundation certificate examination. The exam consists of forty multiple-choice questions and is conducted shortly after the course (either online or at one of our offices, depending on location).

The ITIL Foundation certificate is an internationally recognised qualification, it is a prerequisite for the ITIL 4 higher level qualifications, which assess the ability to apply concepts understanding of the relevant parts of the ITIL framework in context.

ACCREDITATION

Kinetic IT is an Accredited Training Provider and Examination Centre for PeopleCert. All course material, trainers and procedures have been independently audited to comply with the international syllabus.

All Kinetic IT trainers have extensive experience with implementing and operating within the ITIL principles. This experience will benefit all participants in obtaining a practical insight in the use of ITIL.

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ACCREDITED
TRAINING
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