

VIRTUAL ITIL® 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 the key concepts of digital product and service management and establish a common language for effective practice across organisations. It provides an overview of the ITIL framework, including its guiding principles, core models, and fundamental concepts, and explains how these elements are used to create, deliver, and continually improve products and services.



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

VIRTUAL FORMAT

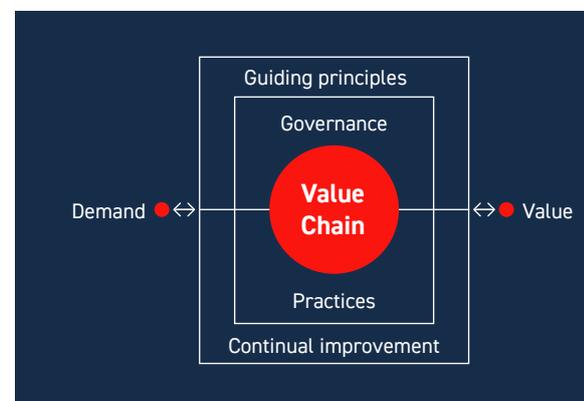
Virtual means that the original 2 days of theory of the classroom course, will now be delivered in 4 half-day sessions, 'live' by a trainer, via Microsoft Teams, in front of a presentation (to provide as much as possible the experience, quality and interaction of classroom training).

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 Foundation enables candidates to understand how value is co-created through the effective management of products and services, and how organisations apply ITIL guidance to improve performance, collaboration, and outcomes. It also explains how the ITIL framework has evolved to support modern technologies, data-driven decision-making, automation, artificial intelligence, and contemporary ways of working, while remaining adaptable to different organisational contexts and levels of maturity.



FOR MORE INFORMATION, OTHER COURSES, DATES, PRICING, DISCOUNTS OR BOOKINGS CONTACT US VIA:

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TARGET AUDIENCE

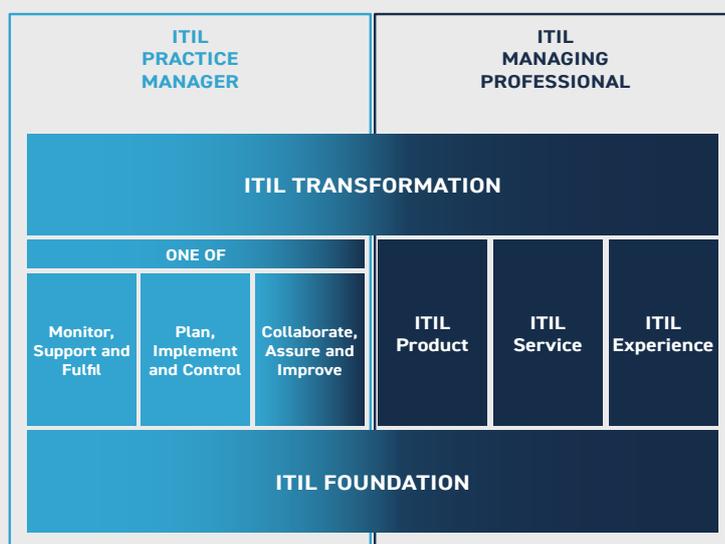
The target audience for this qualification is:

- 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 framework. Participants can expect to gain knowledge and understanding in the following:

- Key ITIL terms and definitions
- The ITIL Four Dimensions
- The ITIL Product and Service Lifecycle
- The ITIL Value System
- Value stream mapping and management
- ITIL and AI
- ITIL and other frameworks.



EXAMINATION

Our course-fee includes the ITIL Foundation certificate examination. The exam consists of forty multiple-choice questions and is conducted online, shortly after the course.

The ITIL Foundation certificate is an internationally recognised qualification, it is a prerequisite for the ITIL 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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