ITIL4® Foundation with exam

About ITIL®

ITIL is an acronym for **Information Technology Infrastructure Library**. It is a set of detailed practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.

ITIL describes processes, procedures, tasks, and checklists which are not organisation-specific nor technology-specific, but can be applied by an organisation toward strategy, delivering value, and maintaining a minimum level of competency. It allows the organisation to establish a baseline from which it can plan, implement, and measure. It is used to demonstrate compliance and to measure improvement. There is no formal independent third party compliance assessment available for ITIL compliance in an organisation.

Recently updated from ITIL V3, ITIL4 is the ultimate in IT best practice, it builds on all the best things from ITIL and expands IT and service operations into the future. ITIL4 takes you through a more evolved view of a Service Value System (SVS), which provides a holistic end-to-end picture of what it really means to contribute to business value, and also integrates concepts from models such as Lean IT, Agile and DevOps.

Learning objectives

- A holistic approach to the facilitation of value with customers and other stakeholders in the form of products and services.
- The guiding principles of ITIL4®.
- The four dimensions of Service Management.
- Key concepts from Lean, Agile, DevOps, and why these are important to deliver business value.

You will also learn how ITIL® practices described in ITIL4 will maintain the value and importance provided by the current ITIL processes, whilst at the same time expand to be integrated to different areas of service management and IT, from demand to value.

Course approach

This course is the foundation level course

Introduction: This study level is for awareness only and does not include an exam. Getting to grips with ITIL® Terminology. What is IT Infrastructure Library? Why is ITIL so successful? ITIL® Lifecycle Core.

Introduction estimated study time: 90 minutes ONLIVE Virtual Classroom or OnDemand.

Foundation: The ITIL4® Foundation certification is designed as an introduction to ITIL4® and enables candidates to look at IT service management through an end-to-end operating model for the creation, delivery and continual improvement of tech-enabled products and services.

Foundation estimated study time 3 days ONLIVE (virtual) classroom) or 20 hours OnDemand.

Foundation bridging course: The ITIL4® Foundation certification is designed as an introduction to ITIL4®. This alternative to a 3 day ITIL4® study course is specifically designed for those that are already ITIL3 ® Foundation qualified but would like to upsjill to version 4, hence there is 1 less training day due to previous experience.

Foundation bridging course estimated study time 2 days ONLIVE (virtual) classroom) or 15 hours OnDemand.

Exam Information

Introduction course: This level of study does not come with certification and is for awareness only.

Foundation level:
Format: Multiple choice closed book
Question numbers: 50
Time: 40 minutes
Pass mark: 25 out of 50 (50%)

This course option <u>DOES</u> include exam

ONLIVE Virtual Classroom training (live events)

ONLIVE virtual classroom from SPOCE gives you and your organisation the best of both worlds when it comes to training. It is an online learning platform with a very big difference. SPOCE ONLIVE training is presented 'live' by our expert team of trainers and gives you the ability to interact with the trainer and the rest of their virtual class throughout.
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- Conducted **live** by a SPOCE lead trainer.
- Delegates can interact with the trainer and their virtual classmates.
- Includes Q&A box, whiteboard presentations, full trainer support and break out groups.
- Exams can be taken online.
- Compatible with any device.
- Delegates receive a recording of each session for any catch up sessions.
- Full trainer support throughout.
- Pre-course study materials so you can hit the ground running on your first day.
- Official manual and course workbooks where exams are booked.
- Exam preparation support.

The perfect solution for those that would like to study from the comfort of their own home but like the support of a classroom environment.

Virtual classroom training (OnDemand)

All the perks of the live virtual classroom sessions but your modules are set as pre recorded sessions. Gives the feeling of the classroom setting with presentations by lead trainers but with the ability to re run any of the sessions again (or skip them if you wish).

- 6 months access to live recordings.
- Course modules you can access in your own downtime.
- Get the classroom feeling but work at your own pace.
- No need to participate with the rest of the class.
- Access to trainer support is available by contacting us directly.
- Review, repeat or skip any modules you like.

The perfect solution for those that like to learn by traditional training methods but cannot fit a course in to their schedule.

E-Learning (documentation)

Do you like the flexibility of being able to choose when and where you study, are fairly confident learning with technology but don't want to lose on quality in your course material? Here at SPOCE we have developed our own brand of award-winning e-Learning courses to support your self-study , accessible worldwide from our Learning Management System. Now you can even take your exams online too!

- Provides flexibility for those wishing to study at a time, pace and place convenient to them.
- A flexible choice of different self-study options, including a blended-learning package combining self-study with a classroom-based revision day
- A cost-effective solution for both individuals and organisations.
- Online learning gives you the freedom to access from any location.
- Work at your own pace and no need to participate if not for you.
- Module are full of interactive, video content and exam simulation questions.

The perfect solution for those that are confident with self study and like to learn at their own pace.

About SPOCE

- Over 25 years in the training industry.
- The first company to EVER deliver PRINCE2® PRINCE2 Agile® and MSP®
- Lead trainers with an average of 15—20 years experience.
- Founder member of ASPECT (Association for the Promotion of Excellence in Consultancy and Training).
- Accredited by Association for Project Management (APM), APMG and PeopleCert.

ITIL4® Foundation with exam course is available as e-Learning option (with exam)