

# ITIL® 4 FOUNDATION

Training Brochure

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## INTRODUCTION

The ITIL® 4 Foundation qualification is intended to introduce candidates to 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 organization 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.

The ITIL® 4 Foundation examination is intended to assess whether the candidate can demonstrate sufficient recall and understanding of the ITIL® 4 service management framework, as described in the syllabus below, to be awarded the ITIL® 4 Foundation qualification. The ITIL® 4 Foundation qualification is a prerequisite for the ITIL® 4 higher level qualifications, which assess the candidate's ability to apply their understanding of the relevant parts of the ITIL® framework in context.

### The course will help you to understand:

- How modern IT and digital service organizations operate
- How value streams increase speed and efficiency
- How cultural or behavioural principles guide work that benefits the wider organization
- How to use commonly-used service management terms and concepts

## WHO SHOULD ATTEND?

ITIL® 4 Foundation is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organization embrace the new service management culture. It is for professionals at the start of their ITIL 4 journey or people looking to update their existing ITIL knowledge.

## EXAMINATION FORMAT



40 QUESTIONS



MULTIPLE CHOICE



60 MINUTES



CLOSED BOOK



MINIMUM REQUIRED  
SCORE TO PASS: 65%



TRAINING ORGANIZATION ACCREDITED BY

PEOPLECERT ON BEHALF OF AXELOS

# EXAM ESSENTIALS

- **Official eBook**
- **Exam voucher**
- **Access to eLearning (LMS)**
- **Also available via Virtual Instructor-led Training or e-Learning**

# COURSE FEATURES

Starting 2023, all candidates with a ITIL® 4 Foundation certification can choose to renew within three years of their original certification dates.

## How can you renew your certification?

- **Retake the same exam:**  
You can choose to renew your certification by re-taking your original exam before the renewal date.
- **Take further courses and certifications:**  
You can choose to renew your certification by attending another course and taking an exam within the same product suite before the renewal date.

*Your investment in ITIL® 4 Foundation training program includes access to quality materials, exercises, and the ITIL® 4 Foundation certification exam.*

# COURSE SYLLABUS



# ITIL® 4 CERTIFICATION SCHEME

Below is the complete ITIL® 4 Certification Scheme from foundation to ITIL 4 Master.



\* ITIL 4 Master will be awarded to candidates who achieve the Practice Manager (PM), Managing Professional (MP), and Strategic Leader (SL) designations.

\*\* To be awarded the Practice Manager designation, a candidate must achieve ITIL MP CDS certificate and ANY five practice-based certifications, OR ITIL MP CDS certificate and any ONE of the pre-bundled courses. These may include the ITAM and BRM extension modules or any practices from the Practice Manager track.