



ITIL 4 Foundation

Overview

ITIL 4 Foundation is the most accepted foundation-level ITIL certification available for IT professionals. The newly updated ITIL guidance, ITIL 4, reflects the new version's role in supporting individuals and organizations during the Fourth Industrial Revolution.

The ITIL 4 Foundation course is designed to introduce students to the management of modern IT-enabled services and the key concepts of service architecture. This course provides learners with an understanding of ITIL 4 including, common language and key concepts, the services lifecycle, how the lifecycle stages are linked, the processes involved, and the best practices for improving their work and the work of their organization.

ITIL 4 Foundation Purpose

The purpose of ITIL 4 is to provide organisations with comprehensive guidance for the management of IT-enabled service in the digital economy. ITIL 4 puts service management in a strategic context: it looks at ITSM, development, operations, business relationships and governance holistically and brings the different functions together. By doing this, ITIL 4 has evolved into an integrated model for digital service management and offers the following:

Introduction to the management of modern, IT-enabled services

The gain of a common language and key concepts

Demonstration of how to improve your work and the work of your organization

An understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working

An assessment of whether the candidate can demonstrate sufficient recall and understanding of the ITIL 4 framework

A prerequisite for the higher level qualifications

ITIL 4 Foundation Outcomes

Gain a mastery of Service Management including, generic concepts, key principles, and ITIL 4 process models, all of which are required for the ITIL Foundation exam.

Know how ITIL principles can help an individual to understand and apply service management in their organization

Understand how to use ITIL tools and techniques in order to improve efficiency and the customer experience

Know the purpose and key terms of 15 ITIL practices

ITIL 4 Foundation Syllabus & Examination Weighting

Syllabus Area	# Questions
Key concepts and definitions	5
The guiding principles	6
The 4 dimensions of service management	2
The service value system	1
The service value chain	2
15 practices; purpose and definition	7
7 practices; explain in detail (subset of the 15)	17

ITIL 4 Foundations: Examination Format

- 40 questions
- Closed book
- Multiple choice
- 1 hour (+ 15 mins for if exam is in non-native or working language)
- Pass mark = 26 (65%)
- Question types:
 - Classic
 - Negative
 - Missing word
 - List (select two from 4)

ITIL 4 Foundations: Key Variations from ITIL 3

ISTM practices (previously processes and functions) reshaped to consider customer experience, value streams, digital transformation and the inclusion of Lean, Agile and DevOps methodologies.

- ITIL 4 is framed around two key components:
 1. Service Value System
 2. Four Dimensions Model (similar to the four P's of service design in v3)
- The Service Value System signifies how the different activities and mechanisms within an organisation coordinate to generate value from IT-enabled services
- Much of ITIL v3 remains relevant and is the foundation for ITIL 4!