

ITIL® 4 Foundation

Learn how modern IT service management creates value, and prepare for the ITIL 4 Foundation exam.

DURATION

2 days · 16 hours

LEVEL

Beginner

CURRICULUM

7 modules · 3 labs

DELIVERY

Live online, Onsite,
Corporate

Course overview

IT service management is about making sure technology delivers value to the people who use it. ITIL 4 is the most widely used framework for this, and the Foundation certification is often expected of service desk, operations and IT management staff. This two-day course explains ITIL 4 in practical terms and prepares you for the Foundation exam.

Day one covers the key concepts of service management, including value, outcomes, costs and risks, services and service relationships. It introduces the four dimensions of service management, the service value system and the seven guiding principles, with discussion of how each principle applies to everyday IT work. Day two focuses on the service value chain and its activities, and then on the ITIL practices most relevant to the exam, such as incident management, problem management, change enablement, service request management, the service desk, service level management and continual improvement.

Short scenario exercises connect the framework to real situations: classifying an incident, deciding whether a change is standard or normal, applying the guiding principles to an improvement idea, and tracing a user request through the value chain.

This course is aligned to the ITIL 4 Foundation exam. Ace Skills Consulting does not provide official PeopleCert courseware; confirm current exam arrangements and fees with PeopleCert before booking.

Highlights

- 16 hours of live, interactive sessions
- Service value system and value chain explained
- Guiding principles applied to real scenarios
- Key practices: incident, change, service desk and more
- Mock exam with review

What's included

- Trainer with IT service management experience
- Plan aligned to the ITIL 4 Foundation syllabus
- Scenario exercises on key practices
- Practice questions throughout
- Mock exam with review
- Course completion certificate from Ace Skills Consulting

Who this course is for

Who should attend

- Service desk and IT support staff
- IT operations and infrastructure teams
- IT managers and team leads
- Developers and DevOps engineers working with ITSM processes
- Consultants and business relationship managers

Prerequisites

- No formal prerequisites
- Some experience in an IT environment is helpful

Detailed curriculum — 2 days, 16 hours, 7 modules, 3 hands-on labs

Day 1 Concepts, Dimensions and Principles

8 hours

1.1 Key concepts

- Service management and value
- Services, products and service offerings
- Outcomes, costs and risks
- Service relationships

1.2 Four dimensions

- Organisations and people
- Partners and suppliers
- Information and technology
- Value streams and processes

1.3 Service value system

- Components of the SVS
- Continual improvement model
- Governance

1.4 Guiding principles

- Focus on value
- Progress iteratively with feedback
- Think and work holistically
- Optimise and automate
- Start where you are
- Collaborate and promote visibility
- Keep it simple and practical

LAB Apply the guiding principles to an improvement scenario · 35 min

Day 2 Value Chain, Practices and Exam Readiness

8 hours

2.1 Service value chain

- Plan, improve, engage
- Value streams through the chain
- Design and transition, obtain/build, deliver and support

LAB Trace a user request through the value chain · 30 min

2.2 Key practices

- Incident and problem management
- Service request management and service desk
- Continual improvement
- Change enablement
- Service level management
- Other practices: purpose and key terms

LAB Scenario workshop: incidents, problems and changes · 40 min

2.3 Exam readiness

- Exam format and strategy
- Mock exam and review

Skills and tools

Skills you will build

ITIL 4

IT service management

Service value system

Guiding principles

Incident management

Problem management

Change enablement

Service desk

Service level management

Continual improvement

Tools used in class

ITSM tool demonstrations

Scenario worksheets

Certification exam

This course is aligned to the exam below and prepares you for it. The exam itself is booked and taken with the vendor.

Exam	ITIL 4 Foundation
Exam code	ITIL 4 F
Questions	40
Duration	60 minutes
Passing score	65% (26 of 40)
Format	Multiple choice
Delivery	Online proctored
Official page	https://www.peoplecert.org/

Exam skill areas covered

Exam details are pending verification. Confirm the current exam code, format and fee on the official vendor page before booking.

Frequently asked questions

Is the exam included?

Exam arrangements depend on the batch. Check the batch details or ask our team, and confirm current rules with PeopleCert.

Do I need IT experience?

No. Some exposure to IT work helps you relate the concepts, but none is required.

What comes after ITIL 4 Foundation?

Many learners progress to ITIL 4 specialist modules such as Create, Deliver and Support.

Can you train our service desk team?

Yes. We run private batches for corporate teams, online or onsite.

Book a batch or talk to an advisor

Course page: aceskillsconsulting.com/course/itil-4-f-itil-4-foundation · Email: info@aceskillsconsulting.com

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