

ITIL® 4 Foundation with Certification

Date and duration
Training code : ITILFO-EN Duration : 3 days Nombre d'heures : 21 heures
Training with certification
ITIL™ 4
Body
<p>This training prepares participants for the ITIL® 4 Foundation certification. As an ATO (Accredited Training Organization) approved by PeopleCert, Oo2 delivers training that meets all PeopleCert requirements and is delivered by an accredited instructor.</p> <p>Why Should You Take This Training?</p> <p>Attending the ITIL® 4 Foundation training provides the essential foundations of IT service management according to an internationally recognized framework. It offers a clear understanding of ITIL's key principles, focused on value creation and continuous improvement, and provides a common language that facilitates collaboration between IT teams and business stakeholders.</p> <p>This training also helps identify the processes and roles required for effective service management, while structuring IT practices around the real needs of users. Throughout the course, a continuous scenario is used to apply the concepts covered, encourage progressive adoption, and provide each participant with a better understanding of the practical challenges of IT service management.</p> <p>Finally, it prepares you for the ITIL® 4 Foundation certification exam, a valuable asset on the job market for any professional working in IT environments.</p> <p>Expected Results</p> <p>At the end of this 3-day program, you will take a mock exam to prepare for the official ITIL® 4 Foundation certification exam, which is included in our offer. You will therefore be fully trained in the fundamentals of this framework and ready to obtain your first professional ITIL® certification (more information available in the "Certification" tab).</p> <p>Note: The ITIL® 4 Foundation certification - Optimization of IT operations with the company's strategic needs is listed in the French National Registry (Répertoire Spécifique) under number RS7093, making this training eligible for the Compte Personnel de Formation (CPF), with the certification exam being mandatory.</p>

Oo2 is an ATO (Accredited Training Organization) accredited by

AXELOS® and PeopleCert to deliver ITIL™ training. This status guarantees that you will attend courses led by an accredited trainer and supported by official course materials.

Objectifs

At the end of this ITIL® 4 Foundation training, you will be able to:

- Understand the key concepts and terminology of IT service management.
- Become familiar with the ITIL® 4 model, vocabulary, dimensions, and practices.
- Understand the ITIL® service value system.
- Be fully prepared to take the official ITIL® 4 Foundation certification exam.

Points forts

- Training delivered by a PeopleCert-accredited **ATO**.
- **Official course** materials included.
- **Official ITIL® 4 Foundation exam included.**
- **In case of failure, a second attempt is included free of charge.**

Certification

At the end of the training, each participant will receive a **voucher** allowing them to **schedule their ITIL® 4 Foundation exam online** (available in French or English).

The exam questions cover the following competency areas:

- What a service is and how it creates value.
- The 7 ITIL principles.
- The 4 dimensions of a good service (people, technology, etc.).
- The functioning of the ITIL system.
- The main ITIL practices.

The exam consists of a **40-question multiple-choice** test. Duration: 1 hour. Closed book

Passing score: 65% (i.e., at least 26 correct answers).

For Candidates Using CPF (France)

Before taking the multiple-choice section of the exam, candidates must first **complete a practical** case study based on a **fictional scenario**, which includes two steps:

- **Written assignment (2 hours):** candidates must analyze the scenario provided and propose a service improvement plan, using the fundamental ITIL® 4 concepts.
- **Oral defense (1 hour):** candidates must present and justify their choices before an independent jury composed of at least two ITIL® 4 experts, demonstrate their overall understanding of IT service management issues, and answer the jury's questions.

A minimum passing score of 65% is required to validate this assessment.

Both parts (case study + multiple-choice test) must be completed within 30 days of the training. You must pass both assessments to earn certification.

Once you pass the exam, you will receive your ITIL® 4 Foundation certification.

Important:

- In case of failure, a **second attempt** is included free of charge.
- The ITIL® 4 Foundation certification is **valid for 3 years** (renewable).
- It is a prerequisite for all **intermediate** and **advanced** ITIL® 4 certifications, such as Create, **Deliver and Support**, **Drive Stakeholder Value**, **High Velocity IT**, and **Direct, Plan and Improve**. Completing these modules can lead to advanced designations such as **ITIL® Managing Professional** or **ITIL® Strategic Leader**.



Our offer includes the possibility to retake the exam, at no additional cost, in case of failure on the first attempt.

Modalités d'évaluation

Quiz / QCM
Case study
Mock exam

Pré-requis

Attending the ITIL® 4 Foundation training requires the following prerequisite:

- Professional experience in an IT department and basic management knowledge.

Public

This training is intended for the following audiences:

- IT professionals who wish to gain a solid understanding of best practices in IT service management.
- IT service managers and service delivery managers seeking to improve operational efficiency and optimize service management processes.
- Project managers involved in the management and delivery of IT services.
- Team members involved in the provision, support, or management of IT services.

Programme

1.Introductions and Expectations

- Individual introductions.
- Exploration of each participant's expectations and objectives.
- Introduction to the training framework.
- Alignment with specific goals and challenges.
- Presentation of the fictional scenario, used as a continuous thread throughout the course.

2. Understanding the Basics of IT Service Management

- Presentation and description of key terms: service, utility, warranty, customer, user, service management, and sponsor.
- Presentation and description of terms related to value creation in IT services: cost, value, organization, outcome, product, risk, utility, and warranty.
- Presentation and description of terms for service relationships: service offering, service relationship management, service delivery, and service consumption.
- **Scenario activity:** *Identify the components of a service in the fictional case: who are the users, what value is expected, and what are the associated costs and risks?*

3. Understanding the 7 Guiding Principles of ITIL® 4

- Role, importance, and functioning of ITIL principles.
- Presentation of the 7 principles:
 - Focus on value.
 - Start where you are.
 - Progress iteratively with feedback.
 - Collaborate and promote visibility.
 - Think and work holistically.
 - Keep it simple and practical.
 - Optimize and automate.
- **Scenario activity:** *Faced with a challenge in the case study, choose the most relevant ITIL® principles to apply and justify their use in the given context.*

4. Understanding the 4 Dimensions of the ITIL® 4 Framework

- Presentation of the 4 dimensions:
 - Organizations and people.
 - Information and technology.
 - Partners and suppliers.
 - Value streams and processes.
- **Scenario activity:** *Identify the impacts on each of the 4 dimensions in the fictional scenario. Participants map the levers to activate in order to balance the dimensions.*

5. Understanding the ITIL® 4 Service Value System (SVS)

- Presentation of the Service Value System (SVS).
- Relationship between the service value chain and how it contributes to value streams.
- Presentation of the objectives of each service value chain activity:
 - Planning.
 - Improvement.
 - Engagement.
 - Design and transition.
 - Obtain/build.
 - Delivery and support.
- **Scenario activity:** *Using the case study, represent an existing value stream and propose a new value chain to improve service performance.*

6. Understanding the 15 ITIL® 4 Practices

- Presentation of practices and their objectives:
 - Information security management.
 - Relationship management.
 - Supplier management.
 - IT asset management.

- Monitoring and event management.
- Release management.
- Service configuration management.
- Deployment management.
- Continual improvement.
- Change enablement.
- Incident management.
- Problem management.
- Service request management.
- Service desk.
- Service level management.

- **Scenario activity:** *Simulate the organization's response to a major incident in the case study: select the relevant practices, show how they interact, and propose an action plan.*

7. Preparing for the ITIL® 4 Foundation Exam

- Final debrief of the scenario / case study.
- Practice exam with self-correction.
- Q&A session.
- Tips and strategies for successfully passing the official exam.

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