



## 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 <b>ITIL® 4 Foundation</b> certification. <b>As an ATO</b> (Accredited Training Organization) approved by PeopleCert, Oo2 delivers training that meets all PeopleCert requirements and is delivered by an accredited instructor.</p> <p><b>Why Should You Take This Training?</b></p> <p>Attending the ITIL® 4 Foundation training provides the <b>essential foundations of IT service management according to an internationally</b> 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. <b>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.</b></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><b>Expected Results</b></p> <p>At the end of this 3-day program, you will take a mock exam to prepare for the <b>official ITIL® 4 Foundation certification exam</b>, which is included in our offer. You will therefore be fully trained in the fundamentals of this framework and ready to obtain your <b>first professional ITIL® certification</b> (more information available in the "Certification" tab).</p> <p>Note: The <b>ITIL® 4 Foundation certification - Optimization of IT operations with the company's strategic needs</b> is listed in the French National Registry (<b>Répertoire Spécifique</b>) under number <b>RS7093</b>, making this training eligible for the <b>Compte Personnel de Formation (CPF)</b>, with the certification exam being mandatory.</p>

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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