



# ITIL® 4 Foundation eLearning w/ Exam Course Overview



ACCREDITED TRAINING ORGANIZATION

PeopleCert ON BEHALF OF AXELOS

## About The Course

This is an ITIL®4 Foundation course and exam package. When you purchase this product directly from the ACGC website you will receive the following:

- 12 months access to the ITIL®4 Foundation course
- 1 x Exam Voucher from PeopleCert

ITIL®4 is built on Best Practice which provides a practical and flexible approach to drive the world of digital transformation to embrace an end-to-end operating model for the delivery and operation of products and services. ITIL®4 also provides a holistic end-to-end picture that integrates frameworks such as Lean IT, Agile, and DevOps.

The ITIL®4 Foundation course is a 2-day classroom room based on the exam specifications supplied by AXELOS. The objectives of this course is to help the candidates understand the key concepts of service management and the ITIL®4 service management framework and better prepare for the ITIL®4 Foundation examination. In addition to the course we offer a rich learning experience that helps the participants understand ITIL®4 and relate ITIL® to their own work environment. This rich learning experience is supported by additional learning tools such as pre-course reading materials, post-course reading material, and assessment tools such as the award-winning Champions.



## Course Requirements

There are no pre-requisites for this course, however it is assumed that course participants are working or have worked in an IT environment or equivalent.



## Target Audience

The ITIL®4 Foundation course targets candidates in the IT and business domains who wish to take first steps into service management. Previous candidate that are familiar with earlier versions of ITIL® and/or other sources of industry best practice and wish to learn about ITIL®4 will also benefit. This course and the related certification can be beneficial for the following roles:

- IT Architects / System Administrators / Developers
- Business Analysts & Service Desk Analysts
- IT Project & Programme Management



## Included Materials

- PDF Download
- Videos
- Slides
- Mock Exams



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