

ITIL Foundation Training & Exam

Master the ITIL® 4 Framework in Just 2 Days



This **intensive 2-day ITIL® 4 Foundation course** provides a complete understanding of the ITIL 4 framework and prepares you to pass the official certification exam with confidence. You'll gain the knowledge and tools to adopt a modern, flexible approach to **IT service management (ITSM)** aligned with today's digital transformation challenges.



- **Official PeopleCert exam voucher included** – take your online proctored exam when ready
 - **Accredited by PeopleCert**, delivered by a certified expert trainer
- **Dual learning materials**: Official PeopleCert eKit (exam voucher, official book, and digital content) and premium-quality printed documentation by B2B Learning
- **Interactive learning experience** – Includes theory, exercises and sample exam questions
- **All-inclusive formula**: lunches, coffee breaks, and exam re-sit insurance (Take2) included

ABOUT THE ITIL 4 FOUNDATION TRAINING

ITIL 4 introduces a modern and adaptable approach to IT service management by integrating key practices from **Lean IT**, **Agile**, and **DevOps**. It provides a **comprehensive operating model** for designing, delivering, and continuously improving digital services—aligned with business needs and customer expectations.

COURSE & LEARNING OBJECTIVES

By attending this **ITIL 4 Foundation certification training**, you will:

- Understand the **structure, purpose, and benefits** of the ITIL 4 framework
- Learn how to apply the **7 ITIL guiding principles** to help your organization adopt and adapt service management effectively
- Explore the **four dimensions of service management** and their role in delivering holistic solutions
- Master the **key service management concepts** and familiarize yourself with essential ITIL practices
- Understand the **Service Value System (SVS)** and how it enables **value co-creation** between providers, customers, and stakeholders
- Discover how ITIL 4 integrates **management practices** to support organizational performance and continual improvement
- Recognize the impact of **Lean IT, Agile, and DevOps** in accelerating value delivery and innovation
- Be fully prepared to sit the **official ITIL 4 Foundation certification exam**

COURSE CONTENTS

Throughout our interactive course, we will provide an ideal balance between presentations and individual exercises or group exercises.

- IT service management in the modern world
- The key **components and benefits** of the ITIL v4 framework
- The key **concepts and terminology** of service management
 - Nature of value and co-creation

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- The various stakeholders involved
 - Products and services: definitions and purpose
 - Service relationships
 - Key components of customer value: outcomes, costs and risks
- The **four dimensions of service management** or how to facilitate effective and efficient value for your customers and other stakeholders
 - Organizations and people
 - Information and technology
 - Partners and suppliers
 - Value streams and processes
 - How external factors can affect service management in your organization
- The ITIL 4 **service value system**: enable value creation
 - An overview of the service value system
 - Opportunity, demand and value
 - The ITIL guiding principles
 - Governing bodies and governance
 - Service value chain: outline the key activities
 - Continual improvement
- The **ITIL management practices** or how ITIL interacts with other frameworks and models
 - General management practices
 - Service management practices
 - Technical management practices
- ITIL 4 Foundation **exam preparation** and correction in group

WHO SHOULD ATTEND?

This course is ideal for:

- IT professionals, team leaders, and project managers
- Service managers, process owners, and consultants
- Anyone looking to gain an industry-recognized certification in **IT service management**

PREREQUISITES

There are no prerequisites or technical background required to attend this course.

ABOUT THE EXAMINATION

Participants will take their exam at a date and time of their choice. On the first morning, we will provide you with an online remote proctored exam voucher which will allow you to take your exam at a date and time of your choice on the PeopleCert exam platform. This can be done through a simple browser. If you prefer to take the exam at our offices, you just have to fix an appointment with our staff.

The objective of the ITIL 4 Foundation examination is to assess whether the candidate can demonstrate sufficient **understanding of the ITIL 4 service management framework**, to be awarded the ITIL 4 Foundation qualification. The ITIL 4 Foundation qualification is a prerequisite for the [ITIL 4 higher level qualifications](#), which assess the ability to apply concepts understanding of the relevant parts of the ITIL framework in context.

- Exam duration: 60 minutes (+15 minutes for non-native English speakers)
- Closed book format
- Number of questions: 40
- Marks: each question is worth 1 mark, there is no negative marking.
- Pass mark: 65% or higher (26 marks or above)

COURSE MATERIAL

Participants will receive a complete set of documentation including :

- a set of our own accredited training materials, sample exam papers and exercises available on your B2B Learning

Participant Extranet

- a digital copy of the official ITIL 4 handbook in eBook format
- the official training materials provided by PeopleCert through their LSM portal