

# ITIL® 4 Foundation Update v3 to v4

1 Day (7 Hours) / Exam voucher and Take2 option included

ITIL 4 Update Training, including the proctor-based exam

A unique 1-day intensive programme to highlight the changes between ITIL v3 and ITIL 4, specially designed for ITIL v3 Certificate holders.

ITIL 4 provides a practical and flexible approach to move to the new world of digital transformation and embrace an end-to-end operating model for the delivery and operation of products and services. ITIL4 also integrates frameworks such as **Lean IT, Agile and DevOps**.

The Foundation level is designed as an introduction to ITIL 4 and enables candidates to look at IT service management through an end-to-end operating model for the creation, delivery and continual improvement of tech-enabled products and services.

B2B Learning's 1-day "ITIL Foundation Update from v3 to v4" training & certification will focus on understanding the ITIL 4 framework and key concepts. This course will highlight the essentials and main differences between the former version and ITIL 4.



## COURSE & LEARNING OBJECTIVES

Our 1-day ITIL 4 Foundation Update training, will give you understanding of:

- The structure and benefits of the ITIL 4 framework
- How the **ITIL 4 guiding principles** can help you and your organization to adopt and adapt service management
- The **four dimensions model** of service management
- The key concepts of service management and their practices
- The approach of the Service Value System and **the co-creation of value** with customers and other stakeholders
- How ITIL 4 integrates a set of management practices that will help organization's to perform work and accomplish objectives
- The key concepts from **Lean IT, Agile, DevOps**, and why these are important to deliver business value

You will receive the sample paper exam to prepare your ITIL 4 Foundation exam by self-study. When you are ready, you can take your exam. The proctor-based exam is included.

## COURSE CONTENTS

A one-day intensive training to highlight the essentials and main differences between the former version and ITIL 4. The ITIL 4 Foundation online exam will be taken after the course and will need some self-preparation.

- IT service management in the modern world
- The key components and benefits of the ITIL 4 framework
- The key concepts and terminology of service management
  - Nature of value and co-creation
  - 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 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

## AUDIENCE & PREREQUISITES

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This course is designed for **ITIL v3 certificate holders only** that wish to update their knowledge in ITIL 4. When you book for this course, we will ask you to send us a copy of your ITIL v3 certificate (except for those who have done their certification with B2B Learning).

## ABOUT THE EXAMINATION

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Participants will take their exam when they feel ready (we advise to take the exam within maximum a month after the training) at a date and time of their choice (online proctor based).

The objective of the ITIL 4 Foundation examination 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)

Anyone who takes an ITIL certification exam is entitled to one year's free subscription to My ITIL by Axelos.

## COURSE MATERIAL

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**Participants will receive a complete set of documentation including:**

- An accredited course syllabus
- Sample papers
- a digital copy of the official ITIL 4 Manual and exam voucher with Take2 option