

# ITIL Foundation eLearning & Exam Voucher

Study Time ± 10 hours □ 12-month access □ Official ITIL® 4 Foundation exam voucher included

□ Earn Your ITIL® 4 Foundation Certification Online — At Your Own Pace

Get certified in **ITIL 4 Foundation** with our fully accredited, self-paced eLearning course — designed for busy professionals who want **flexibility without compromising quality**.

This course offers a clear and practical introduction to **IT service management** and the ITIL 4 framework, covering the key concepts, terminology, practices, and the Service Value System (SVS).

## What's Included in Your eLearning Pack?

- Official **PeopleCert-accredited training**, fully online
- High-quality **self-paced eLearning** content designed by industry experts
- **4 simulation test papers** and quizzes for self-assessment
- **Digital exam kit including** the Official ITIL 4 Foundation eBook, OTM training material and Online exam voucher
- **Learn from anywhere** — mobile-friendly, fully optimised for all devices
- **Approx. 10 hours of study time** — progress at your own pace
- Choose **eLearning+** for extra

## Choose your best option between eLearning or eLearning+

### eLearning includes:

On-line proctored exam, Official eBook, Official Training Materials

### eLearning+ includes:

all features of eLearning plus an interactive tool with online sample exams and Take2 option or one retake if you fail at the first attempt.



## Purchase Options

### FEATURES

**eLearning : 1-Year Access to Interactive Learning**

**On-Line Proctored Exam**

**eBook : Official ITIL 4 Foundation Manual in Digital Format**

**OTM : Official Training Material**

**Auto-Marked Sample Papers  
Official Mock Exams**

**TAKE2 : Exam Second Chance  
in case of failure on the 1st attempt**

Best Value

#### e Learning

Self-paced interactive learning pack for ITIL 4 Foundation Certification.

**795 €**  
excl. VAT



Plus+

#### e Learning +

Self-paced interactive learning pack that builds confidence for the exam.

**975 €**  
excl. VAT



### Self-Paced ITIL 4 Foundation Learning — Accredited by PeopleCert

Take full control of your learning journey with this **flexible, self-paced ITIL 4 Foundation course**, accredited by **PeopleCert** and powered by **our partner (SL)**.

#### What You Will Learn:

- **Master the core concepts of IT Service Management (ITSM)** — including ITIL's key principles, terminology, and the process models required to succeed in the ITIL 4 Foundation exam
- **Understand how ITIL 4 applies in real-world organizations** — learn how to adopt and adapt the ITIL guiding principles to enhance service delivery and collaboration
- **Use ITIL tools and techniques to drive performance** — improve operational efficiency and deliver better customer experiences
- **Learn the purpose and key terms of 15 essential ITIL practices** — and how they support modern service management across the entire lifecycle

### COURSE CONTENTS

#### 6 easy to understand lessons

- **Module 1:** Introduction to ITIL 4
- **Module 2:** Key Concepts of Service Management
- **Module 3:** Four Dimensions of Service Management
- **Module 4:** The ITIL Service Value System
- **Module 5:** The Service Value Chain
- **Module 6:** ITIL Management Practices

### WHO SHOULD ATTEND?

This ITIL® 4 certification training course is best suited for IT executives, IT architects, operations managers, IT audit managers, IT planners and consultants, database administrators, ITSM trainers, service delivery professionals, quality analysts, application management and development teams, and IT managers. Obtaining the ITIL® 4 Foundation certification is beneficial for both seasoned IT professionals and those fresh in their IT career.

The eLearning will be the ideal solution for those who do not have the time or budget to attend a classroom-based training.

## PREREQUISITES

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

## ABOUT THE ITIL4 FOUNDATION EXAM

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Participants will receive a voucher to take their exam from home or from the office. The exam voucher is valid during one year. However, we advise not to wait too long between the end of your course and exam.

- 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)

## ELEARNING DELIVERY

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You will receive an invitation email with your access codes for the eLearning, and a voucher to access your training materials and exam voucher by PeopleCert. The eLearning and exam voucher are valid during 12 months.

**For multi-users, please [contact us](#) to receive a proposal.**