ITIL® 4 Foundation eLearning

Duration: 20 hours / 6-month access / exam voucher included

Obtain your ITIL® 4 Foundation certification at your own pace!

Fully accredited training by Peoplecert.

The ITIL4 Foundation online training will introduce you to **IT service management concepts and key principles**. The course is setup in **6 modules and 26 easy to absorb lessons** that cover the ITIL terminology, concepts, practices and value.

• The course includes video tutorials, study guides and quizzes

• The price includes a digital copy of the **official core guidance and exam voucher**

• The approximate study duration is 20 hours

• Tutor support, 24/7 helpdesk and Virtual Mentor session included

eLearning + includes PeopleCerts interactive eLearning with auto-marked sample papers and Take2 option.

COURSE & LEARNING OBJECTIVES

Self-paced learning accredited by Peoplecert

- Learn the ITIL terminology and key concepts
- Become familiar with the ITIL 4 guidance
- Gain understanding of the ITIL 4 service management framework
- Discover how ITIL has adopted the modern technologies and ways of working
- Learn how ITIL interacts with other frameworks and methodologies

COURSE CONTENTS

6 modules in 26 easy to understand lessons

- **Module 1**: Key Concepts of Service Management
- **Module 2**: The Guiding Principles of ITIL
- **Module 3**: Service Management and Value
- **Module 4**: ITIL Practices Introduction
- **Module 5**: ITIL Practices Deep Dive
- **Module 6**: Course Summary and Exam Preparation

WHO SHOULD ATTEND?

This ITIL 4 Foundation eLearning course is designed for IT Professionals, Project Managers and Business Managers/Owners involved in the design, delivery and management of digital products and services, ensuring maximum value for customers and stakeholders. This training will also benefit to those who are at the start of their journey in service management.

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

PREREQUISITES

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

ABOUT THE ITIL4 FOUNDATION EXAM

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 advice 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

You will receive a voucher to access your eLearning course. The online access is valid during 6 months.

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