

# ITIL® 4

Foundation

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**pm-partners**



## Overview

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ITIL (Information Technology Infrastructure Library) is a widely accepted approach to IT Service Management (ITSM), which has been adopted by individuals and organisations across the world. ITIL provides a cohesive set of best practice, drawn from the public and private sectors internationally.

ITIL supports organisations and individuals to gain optimal value from IT and digital services. It helps define the direction of the service provider with a clear capability model and aligns them to the business strategy and customer needs. ITIL provides comprehensive, practical and proven guidance for establishing a service management system, providing a common glossary of terms for businesses using IT enabled services. The ITIL approach enables individuals and organisations that use IT to realise business change, transformation and growth.

We are in a time of unprecedented change, known as the 'Fourth Industrial Revolution'. It is an increasingly fast-paced and complex environment, requiring organisations to be more agile, be better equipped to adapt what they do, and be ready to adopt new ways of working to succeed. ITIL 4, through its framework, helps organisations to connect and align these different challenges that are relevant not only to ITSM professionals, but also by a wider range of professionals working in the digital world.

ITIL 4 expands on previous versions by providing a practical and flexible basis to support organisations on their journey to the new world of digital transformation.

# Key Topics

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## Overview of Service Management

Exploration of what is meant by 'service' and the four dimensions of service management. Key concepts of service relationships.

## Creating value

Key concepts associated with value creation.

## The ITIL Service Value System (SVS)

The core components of the SVS. Exploration of how the service value chain supports each service value stream.

## The ITIL practices

Overview of 18 ITIL practices, such as Relationship Management and Supplier Management. In-depth review of how 7 key practices, such as Service Desk and Problem Management, fit within the service value chain.

## ITIL guiding principles

Determine how the ITIL guiding principles can help an organisation adopt and adapt service management.

# Course Objectives

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Course duration: 2 days

- » Introduce you to the management of modern IT-enabled services
- » Provide you with an understanding of the common language and key concepts relating to ITIL
- » Show you how your organisation and your work can improve with the ITIL 4 guidance
- » Prepare for the ITIL 4 Foundation exam

# Exam and Certification

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The course includes the ITIL Foundation online exam which consists of:

- » 40 multiple choice questions
- » 60 minutes duration
- » 65% pass mark (26/40)
- » Closed book

**Your certification will need to be renewed within three years of its original certification date.** Please refer to [PeopleCert](#) for more information.



# Course delivery

As part of PM-Partners' new integrated learning solution, this course offers students the option to attend our bespoke classroom in person or virtually by dialling in from a remote location. Trainers are skilled at both delivery methods and use the latest in virtual technology to simultaneously provide participants with the same interactive, multi-faceted and challenging learning experience. Whichever delivery mode learners choose, comprehension and recall techniques will be used to provide them with a solid understanding of ITIL 4.



For group bookings, courses can be customised to suit your requirements and conducted onsite at your premises, at our training centre, or virtually.

- » **Virtual training:** You can learn more about our virtual delivery here: <https://shorturl.at/HY3kk>
- » **Materials:** A comprehensive participant workbook and a course eBook are provided. A course hard copy is available for purchase at an additional cost.

## Sitting your exam

One day before the course starts you will receive an email directly from Peoplecert. This includes a voucher code which provides access to course materials and the PeopleCert exam scheduling platform. You have 6 months to schedule and sit your exam online. Please check the requirements [here](#) when making your booking.

Your certification will **need to be renewed within three years** of its original certification date.

## Take<sup>2</sup> Re-sit exam option

PeopleCert provide you with the opportunity to sit your exam knowing that if the outcome is not what you expected, you could have another attempt, at a fraction of the exam price.

[Learn more about Take<sup>2</sup> option](#)



### PeopleCert Membership is available to everyone!

All you need is a PeopleCert account to join as an Essential member and gain access to a variety of resources – for free.

Upgrade to the annual Plus plan to unlock a full suite of expert resources, showcase your skills with Digital Badges and keep your certifications up to date by collecting Continuous Professional Development points.

## Who is this course for?

This course has been designed for all levels of staff within an IT Service Delivery Organisation:

- » IT Managers
- » Support Team Leaders
- » Service Desk Supervisors
- » Change Managers
- » Service Level Managers
- » Operations Managers
- » Problem Managers

### Prerequisites:

This is an entry level certificate so there are no prerequisites for this course.

## PDU

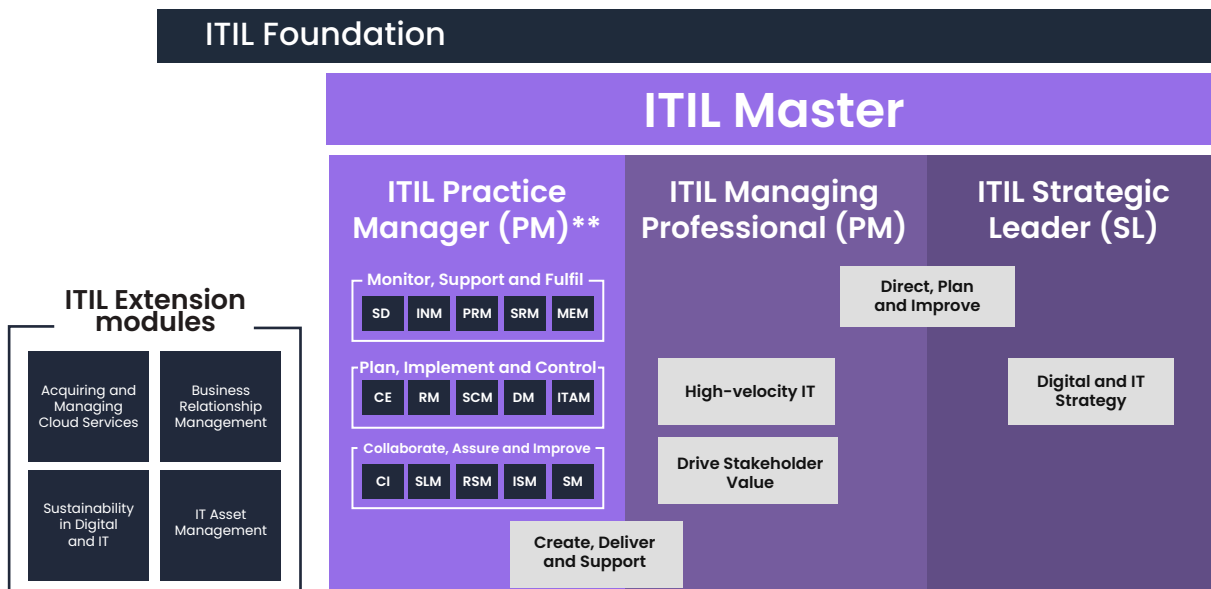
Professional Development Units. Participants who have been awarded the Project Management Professional (PMP) credential by the Project Management Institute (PMI) are eligible to earn PDUs for their participation in these courses as follows: **14 PDUs (14 Ways of Working)**

### CPDs

Participants holding any of the Project Management accreditations (CPPP/ CPPM/ CPPD) are eligible to earn CPDs as follows: **20 CPDs.**

## ITIL 4 Certification Scheme

The ITIL 4 certification scheme can be adapted to the learning requirements of the individual and the organisation. It uses a modular, tiered approach to allow you to develop a comprehensive view of service management or to focus on specific areas of knowledge.



\* ITIL4 Master will be awarded to candidates who achieve the Practice Manager (PM), Managing Professional (MP), and Strategic Leader (SL) designations.

\*\*To be awarded the Practice Manager designation, a candidate must achieve ITIL MP CDS certificate and ANY five practice-based certifications, OR ITIL MP CDS certificate and any ONE of the pre-bundled courses. These may include the ITAM and BRM extension modules or any practices from the Practice Manager track.

# Why learn with PM-Partners?

## Because we turn your career goals into reality.

Poor project skills are consistently quoted as a key reason for project failure. To be successful in project delivery, it's critical to invest in yourself and the capabilities of your team. This means setting clear goals and making a commitment to continuous improvement.

Certification and training is a vital part of this journey. But you need to know which foot to put forward, and when, to ensure you're heading in the right direction. That's where our expert guidance and support comes in.

## Tell us where you want to go

At PM-Partners we start every conversation with the question, 'Where are you trying to go?' We then apply our expertise to show you exactly 'how' to get there.

We believe that having the relevant skills and methodologies is critical to delivery success, and ultimately career success. Depending on your aims, our team of professional development consultants will work closely with you to create a development pathway, or team training program, that aligns with your goals.

## Helping to develop professional capabilities for 25 years

Our accredited programs provide certification and development across a range of globally recognised project management and delivery streams.

Each year, our expert facilitators train and certify more than 12,000 people throughout Australia, New Zealand and South-East Asia to best practice standards. All highly qualified practitioners in their field, they draw from real-life scenarios and their own experience to add real value for individuals, teams and organisations.

## Our promise to you

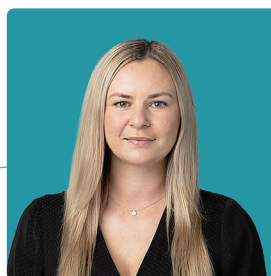
PM-Partners is committed to providing industry leading education that is relevant, up-to-date and designed to meet your specific needs.

We offer qualifications in multiple disciplines, including key products in AXELOS' best practice portfolio, such as ITIL\*, PRINCE2\*, PRINCE2 Agile\*, MSP\*, MoP\*, P3O\* and P3M3\*; APMG's AgilePM\*, AgileBA\*, AgilePgM™, Lean Six Sigma, Managing Benefits, Facilitation and Change Management; as well as the Scaled Agile Framework® (SAFe®); and Business Analysis programs from The Australian Chapter of the International Institute of Business Analysis™ (IIBA\*), to name a few.

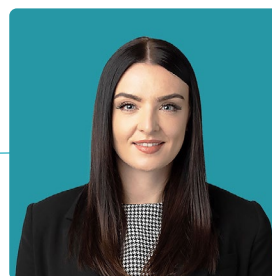
To find out more about how we can help you or your organisation uplift their capability, contact the experts on 1300 70 13 14.



**Mike Boutel**  
Head of Training



**Brooke Barclay**  
Corporate Training  
Consultant



**Jourdan Clark**  
Sales Manager

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## Leading the way in training delivery

Our training facilities are equipped with the latest and most innovative technology to bring you the best learning experience.



CLASSROOM

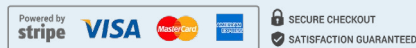


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## Buy now, pay later with interest-free terms

Pay just 50% of your course fee now and pay the other 50% 14 days before your course starts. Select invoice on checkout and one of our consultants will call you to arrange your payment plan.



## Customer story

Listen to Dominic Cain speak about how he went from being a young Chef to a Programme Director.



[vimeo.com/pmpartners/customer-story](https://vimeo.com/pmpartners/customer-story)

“ PM-Partners have been leaders in training and professional certification for over 20 years.

Our trainers are highly qualified practitioners in their chosen fields. ”

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