

# ITIL<sup>®</sup> Foundation

The ITIL-Certification.Foundation web site is owned by Knowledge Train Limited. ITIL<sup>®</sup> is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. The Swirl logo<sup>™</sup> is a trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.



# Who is this for?

## IT professionals working within an organisation that has adopted ITIL

This course helps you look at ITSM through an end-to-end operating model for the creation, delivery and continual improvement of tech-enabled products and services.

“My company wants to adopt ITIL and I need to know how to work within this framework.”

## IT professionals wanting to enhance their IT service management

This course explains the ITIL practices that will maintain the value and importance provided by the current ITIL processes, whilst at the same time expand to be integrated to different areas of service management and IT, from demand to value.

“Our ITSM needs to upgrade to ITIL.”

## Who wants a basic understanding of ITIL

This course explains the guiding principles of ITIL 4 and the four dimensions of Service Management.

“I need to know the terminology of ITIL.”

# Why this qualification?

Gaining the ITIL 4 Foundation certificate shows that you have a general awareness of the key elements, concepts and terminology used in ITIL.

By passing the ITIL 4 Foundation exam you will be showing employers that you understand the key terminology and framework within the ITIL 4 Foundation manual.



## What are the benefits for individuals?

- Certification will instantly boost your CV and job prospects
- You'll learn common vocabulary to use across your IT services
- You'll learn a holistic approach to the facilitation of co-creation of value with customers and other stakeholders in the form of products and services
- You'll know how ITIL works, and how it will work with Agile, DevOps and digital transformation

## What are the benefits for organizations?

- Employees will understand the roles and responsibilities within an IT project
- Your existing IT service management can be continuously improved
- All ITSM team members can speak the same language/terminology



# Course details

---

Both our online and classroom courses are accredited by AXELOS and come with same-day exam results.

### Online course

- 16 hours study time
- Instant access
- 12 months' access

### Classroom course

- 2 or 3-day course
- Homework (2 hours per night)

## Online course - what's included?

- Fully accredited ITIL Foundation v4 online training (12 months' access)
- Interactive online course with downloadable resources
- ITIL Foundation online v4 exam simulator
- ITIL Foundation v4 exam voucher (exam taken online)
- Support from an approved ITIL expert

## Classroom course - what's included?

- Training given by an expert trainer
- Exam and certification fees
- Official ITIL manual and course materials
- Lunch and refreshments



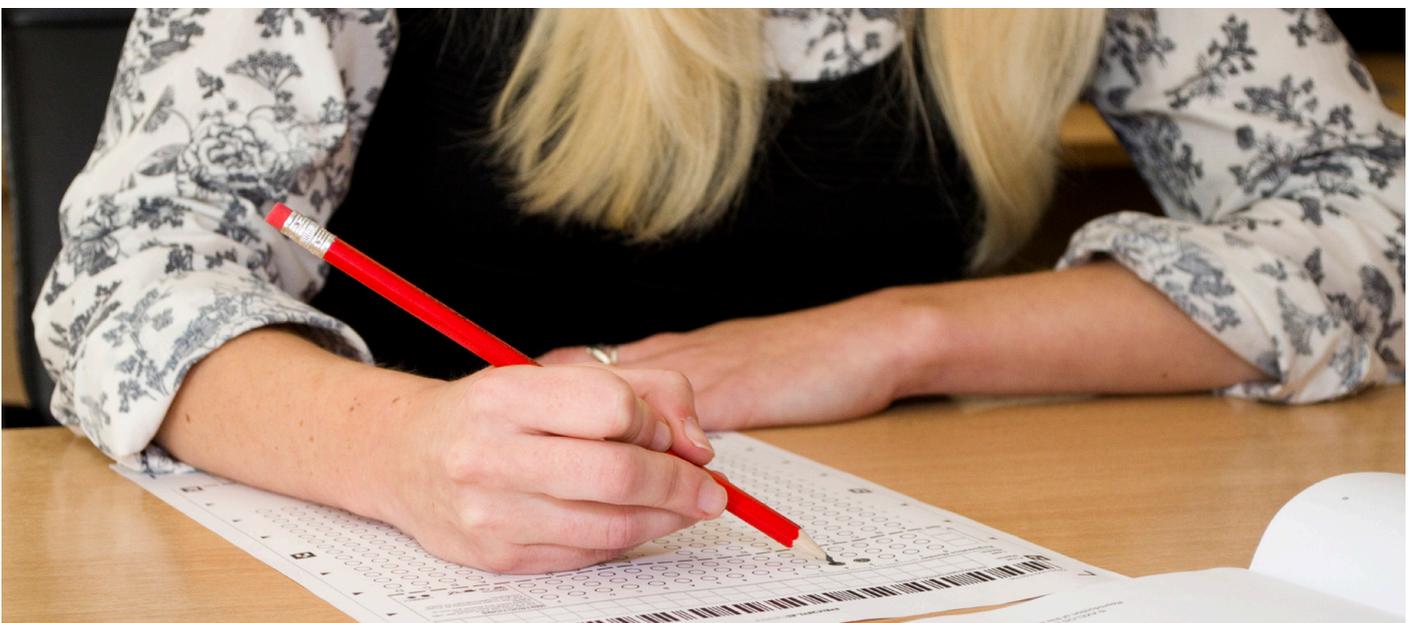
## Course topics

- Key concepts of service management
- ITIL guiding principles
- The four dimensions of service management
- The purpose and components of the ITIL service value system
- The activities of the service value chain, and how they interconnect
- The purpose and key terms of 18 ITIL practices
- ITIL practices in detail

## Exam

The ITIL Foundation exam (v4) is included in both online and classroom courses.

- Duration: 1 hour
- Style: 40 Multiple-choice questions
- Pass mark: 26/40 (65%)
- Type: Closed-book



# Why choose Knowledge Train?

## Getting you certified is our priority

Since 2005, we have helped over 30,000 people gain professional certifications in project management, agile project management, change management and other qualifications as well!



Like all our online courses, this course has been designed using the latest best practices in instructional design.

Some competitors develop eLearning cheaply by simply filming a trainer in a classroom. We don't think that's a good way to help students learn, nor does it engage learners.

## Customer service, not sales

We know sales teams are annoying. So we don't use this approach. No telemarketing. No cold calls. No pestering. And no passing the call around like a disease. Call or email us and get through to a helpful person who knows our courses inside out. We are a small team who get to know our customers well. Have confidence we will help you.

## No corporate greed

All businesses have an aim to make money. And in that respect we are no different from the others. But, our terms and conditions have not been created to scam you out of your money.



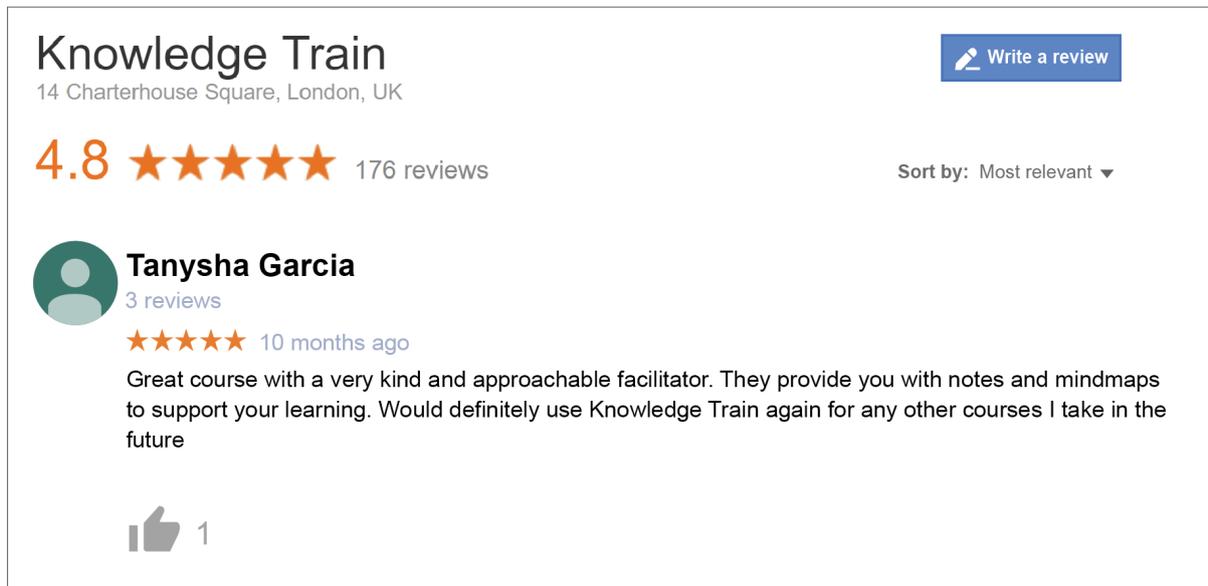
## Courses to suit modern life

We know our students lead busy lives. So we offer courses on weekdays, at the weekend or online. Some courses are run every single week or month. There are a wide variety of dates to choose from. Feel confident that you will find a course to fit in with your schedule. No matter how busy you are.

## Finally, read our genuine reviews

Check out our Google Places page and our website to see what past students really think about us. We don't use third party review websites like some companies out there. They often manipulate those reviews in their favour. And they delete the negative ones.

We have nothing to hide. Have a look around the website. Call us. Email us. Ask us anything.



**Knowledge Train**  
14 Charterhouse Square, London, UK

**4.8** ★★★★★ 176 reviews

Sort by: Most relevant ▼

**Tanysha Garcia**  
3 reviews  
★★★★★ 10 months ago

Great course with a very kind and approachable facilitator. They provide you with notes and mindmaps to support your learning. Would definitely use Knowledge Train again for any other courses I take in the future

👍 1

Screenshot taken of [www.google.co.uk](http://www.google.co.uk) on 10th October 2019.

## How do I book?

---

To buy the online course, go [here](#). To buy a classroom course go [here](#).



## Address

2nd Floor  
14 Charterhouse Square  
London  
EC1M 6AX  
United Kingdom

## Telephone

+44 207 031 6524

## Web

[www.itil-certification.foundation](http://www.itil-certification.foundation)

## Email

[info@itil-certification.foundation](mailto:info@itil-certification.foundation)

