



ITIL®4 Foundation

ITIL 4 Foundation has been 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.

ITIL 4 Foundation is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organization embrace the new service management culture. It is for professionals at the start of their ITIL 4 journey or people looking to update their existing ITIL knowledge.



ITIL101
COURSE CODE



2 or 3 Days
COURSE DURATION



English | Arabic
COURSE LANGUAGE

Learning Objectives

At the end of this course, attendees will have an understanding of the following:

- Key concepts and value of IT service management
- How the ITIL guiding principles can help organizations adopt and adapt service management
- 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 selected ITIL practices and 7 essential practices
- How the ITIL best practice framework is used to boost the efficiency, effectiveness, and overall quality of IT-related services.

Qualification Overview

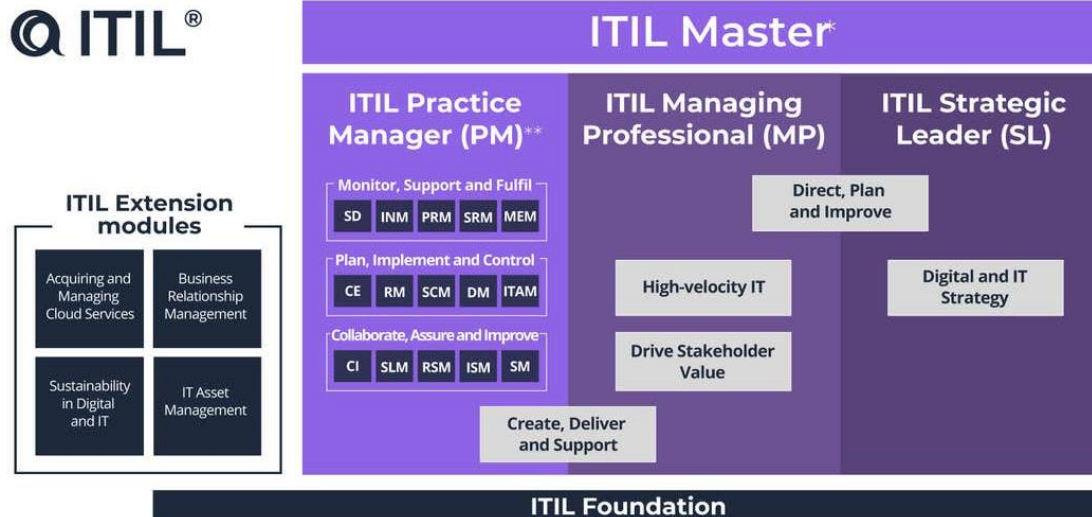
Duration	2 or 3 days	14 training hours	Timing Flexible
Audience	<ul style="list-style-type: none"> • Individuals at the start of their journey in Service Management • ITSM Managers and aspiring ITSM Managers • Individuals working in other parts of “IT” (digital, product, development) with strong interface with service delivery • Existing ITIL qualification holders wishing to update their knowledge. 		
Certification	ITIL4 Foundation		
Exam Structure	40 Multiple Choice Questions	60 minutes	Pass Score 26/40 or 65%
Pre-requisites	None		

Program Outline

ITILFND01	Introduction
ITILFND02	Key Concepts
ITILFND03	The Four Dimensions of Service Management
ITILFND04	The Service Value System and The Service Value Chain
ITILFND05	The Guiding Principles
ITILFND06	Introduction to ITIL Practices
ITILFND07	Exam Preparation

Note: Exam vouchers and the ITIL 4 Core Book are included in the course fees.

Certification Scheme



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Contact Us

Shatha Tower, Office # 1719, Dubai Internet City, P.O. Box 500834, Dubai, UAE
T: +971 4 439 3533 | W: www.smce.org | E: info@smce.org