

Training: ITIL®
ITIL® 4 Foundation

FORM OF TRAINING	MATERIALS	PRICE	DURATION
Traditional	Hardcopy	350 EUR	2 days
Traditional	Digital materials	350 EUR	2 days
Traditional	CTAB Tablet	450 EUR	2 days
Distance learning	Hardcopy	350 EUR	2 days
Distance learning	Digital materials	350 EUR	2 days
Distance learning	CTAB Tablet	450 EUR	2 days

ADDITIONAL OPTIONS

Book	70 EUR
Ebook	70 EUR
Exam during the training	180 EUR
Online exam at home	200 EUR

LOCATIONS

Krakow - 5 Tatarska Street, II floor, hours: 9:00 am - 4:00 pm

Warsaw - 17 Bielska Street, hours: 9:00 am - 4:00 pm

TRAINING TERMS

2019-09-02 | 2 days | Warszawa

2019-09-30 | 2 days | Kraków

2019-12-16 | 2 days | Warszawa

TRAINING GOALS:

The ITIL® 4 Foundation course and qualification are intended to introduce candidates to the management of modern IT-enabled services, to provide them with an understanding of the common language and key concepts, and to show them how they can improve their work and the work of their organization with ITIL® 4 guidance. Furthermore, the qualification will provide the candidate with an understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working.

ITIL® 4 Foundation course will:

- Provide understanding of the ITIL® 4 service management framework and how it has evolved to adopt modern technologies and ways of working

- Explain concepts of service management framework to support candidates studying for the ITIL® 4 Foundation exam
- Act as a reference guide that practitioners can use in their work, further studies, and professional development

In particular the ITIL® 4 Foundation examination is intended to assess whether the candidate can demonstrate sufficient recall and understanding of the ITIL 4 service management framework to be awarded the ITIL 4 Foundation qualification. The ITIL 4 Foundation qualification is a prerequisite for the ITIL 4 higher level qualifications, which assess the candidate's ability to apply their understanding of the relevant parts of the ITIL framework in context.

We recommend taking the exam in another additional term or we encourage you to buy an exam voucher, which allows you to take exams from anywhere in the period of 12 months from the date of purchase.

CONSPECT:

- Key concepts of service management
 - Value and value co-creation
 - Organizations, service providers, service consumers, and other stakeholders
 - Products and services
 - Service relationships
 - Value: outcomes, costs, and risks
- Four dimensions of service management
- ITIL service value system
- ITIL management practices
 - General management practices
 - Service management practices
 - Technical management practices
- ITIL® 4 Foundation certification exam

REQUIREMENTS:

There are no prerequisites for participants.

Difficulty level



CERTIFICATE:

ITIL® 4 Foundation exam: is a 'closed book' exam. The ITIL Foundation publication, ITIL 4 edition, should be used for study, but is NOT permitted to be used in the exam.

There are 40 questions, each worth 1 mark. There is no negative marking. The questions are all 'multiple choice'. Duration of exam is maximum 60 minutes. Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 75 minutes in total.

Exam is supervised. Pass Score is 65% which means correct answer at least 26 questions from 40.

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TRAINER:

Authorized AXELOS Trainer.

ADDITIONAL INFORMATION:

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