

## Upgrade to ITIL 4 Foundation Certificate in IT Service Management including exam

### Overview

ITIL got an upgrade, so you should too! Upgrade your existing ITIL v3 skills and knowledge to ITIL 4 which is built on the established core of best practice in the ITIL guidance, and earn the ITIL 4 Foundation Certificate in IT Service Management in two days!

ITIL is the most widely adopted approach for IT Service Management in the world. ITIL 4 provides a practical and flexible approach to move to the new world of digital transformation and embrace an end-to-end operating model for the delivery and operation of products and services. ITIL 4 also provides a holistic end-to-end picture that integrates frameworks such as Lean IT, Agile, and DevOps.

Our ITIL 4 upgrade course is designed to help participants who already have a solid comprehension of ITIL v3 and have attained the ITIL v3 Foundation Certificate gain an understanding of what's new and different in the ITIL 4 principles and relate ITIL 4 to their own work environment. The course will inspire participants to serve as a change champion by sharing and using what they have learned, and continue to learn, about ITIL 4 to lead and mentor others.

This course includes the ITIL 4 Foundation Handbook, containing practical material for reference back in the workplace.

**Examination Note that there is no bridging exam for ITIL 4 – it is the same exam for both the standard Foundation course and this Upgrade course.**

This course pricing includes the ITIL 4 Foundation Certificate Exam at the end of the course. It is a 60 minute exam, with 40 multiple choice questions and a pass mark of 65%. Practice exam papers are provided, and reviewed to assist in preparation. The exam is online in the classroom, and the results will be available immediately.

It is **highly recommended** that you spend 2 hours each evening of this course reviewing and consolidating what you've learned, to be well prepared for the exam.

### Audience

The Upgrade to ITIL 4 Foundation course fundamentally targets the participants in the IT and business domains who are already accredited in ITIL v3. This course and the related certification can be beneficial for the following roles:

- IT Managers
- Support Team Leaders
- Technical Support staff
- Service Owners
- Architects
- Project Managers
- Vendor Managers
- Service Desk Supervisors
- Process Owners
- Change Managers
- Service Level Managers
- Problem Managers
- Operations Managers
- IT Consultants

- IT Developers
- Service Providers
- System Integrators
- Managers who interact between the business and IT

## Skills Gained

After completing this ITIL training course, students will:

- Understand the key differences between ITIL v3 and ITIL 4
- Understand the four dimensions of ITIL service management
- Understand the purpose and components of the ITIL service value system, and activities of the service value chain, and how they interconnect
- Learn the various ITIL practices that are new to ITIL 4 and how they contribute to value chain activities

## Prerequisites

This course is designed specifically for students who already have their ITIL v3 Foundation Certificate and will not cover content that was already covered in ITIL v3, therefore students **MUST** have passed the ITIL v3 Foundation Certificate in IT Service Management before attending this course. DDLS will be enforcing this prerequisite.

- Core concepts, definitions and terminology of ITIL 4
- Structure and benefits of ITIL 4
- The ITIL Certification path
- Service Management: Key Concepts
- The Guiding Principles
- The Four Dimensions of Service Management
- Service Value System
- Continual Improvement
- Overview of ITIL Practices

Introduction to the core concepts of ITIL 4

Key definitions and terminology of the ITIL 4 model

- Value and Value Co-Creation
  - Value: Service, Products, and Resources
  - Service Relationships
  - Value: Outcomes, Costs, and Risks
- 
- The Seven Guiding Principles
  - Applying the Guiding Principles
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- Organisations and People
  - Information and Technology
  - Partners and Suppliers
  - Value Streams and Processes
  - External Factors and Pestle Model
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- Overview of Service Value System
  - Overview of the Service Value Chain
- 
- Introduction to Continual Improvement
  - The Continual Improvement Model
  - Relationship between Continual Improvement and Guiding Principles
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- Purpose of ITIL Practices

- The Continual Improvement Practice
- The Change Control Practice
- The Incident Management Practice
- The Problem Management Practice
- The Service Request Management Practice
- The Service Desk Practice
- The Service Level Management Practice

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Need more information? Why not call one of our professional training advisors on **0800 40 848 40** or email us at **[training@coursemonster.com](mailto:training@coursemonster.com)**

The training course outline shown above is a standardised version representing all the dates available and may vary from the course you attend. You will be sent the supplier's course outline when you enquire about a specific date.

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