ITIL® 4 Foundation

Course code: ITIL4FPT

The course provides an introduction to the concept of providing IT services in the time of the digital transformation through the Service Value System. The new version of ITIL4 is based on ITIL 2011 and reacts to development of not only new technologies (cloud technologies, …) but also of IT management methods like DevOps or Agile. During the course, the students will learn the principles of implementation of effective IT services delivery, into individual parts of the Service Value System and especially in the way of creation of service value streams to provide added value. On the last day of the course, students will prepare some service value stream examples to solve typical situations they can apply in their business environment. At the end of the course it is possible to put together an internationally recognized certification exam.Accredited ITIL 4 Foundation practically training is provided by Agilist s.r.o., accredited by PeopleCert Examination Institute.

Target group

Everyone who works in IT or works with IT

Take away

At the end of the course you will be able to:
- Understand the concept of providing IT services
- Understand the principles of ITIL implementation
- Understand selected ITIL practices and how to use them
- Use common terminology
- Pass the certification exam

Recommended previous courses

The following courses are not a prerequisite for attending the course but provide good fundamental for understanding ITIL4:
- Introduction into management of IT

Recommended following courses

- ITIL4 Specialist Create, Deliver &Support
- ITIL4 Specialist Drive Stakeholder Value
- ITIL4 Specialist High Velocity IT
- ITIL4 Strategist Direct. Plan &Improve
- ITIL4 Leader Digital &IT Strategy

Training materials

Every course participant receives a manual in the English language, official manual and other complementary

materials. Training is delivered in Czech or English language.

Content of the course

The course covers topics as follows:
- Key concepts of service management
- Key concepts of ITIL
- Guiding principles
- Introduction to ITIL4 practices
- Continual improvement
- Wrap-up and review
- Value streams (practical exercise)
- Exam preparation
- Certification exam

GOPAS®

Certification exam

- The exam is conducted with an online proctor in English.
- Exam language - English.
- Each participant selects and books their own date.
- No materials can be used during the exam.
- 40 questions with multiple-choice answers (4 options).
- 65% correct answers required to pass the exam (26 out of 40).
- Duration: 60 minutes (+15 minutes for candidates whose native language is not English).

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