



Course technical sheet

ITIL 4 Foundation

Fee

680,00 €

Final exam only

Course code

ITIL4_FOUNDATION

Test duration

60 min

Passing score

70%

Issued

27/05/2026

Executive summary

Course description ITIL 4 Foundation is the introductory course for understanding the language, concepts and operating logic of modern IT Service Management. It provides a solid foundation for working in IT environments focused on services, customer value and continual improvement. Learning objectives By the end of the course, learners will be able to: - understand the key concepts of service, value, value co-creation, outcomes, outputs, costs and risks; - recognise the structure of the Service Value System and the role of the guiding principles; - interpret the Service Value Chain and how ITIL activities contribute to value creation; - distinguish the main ITIL practices, including incident management, problem management, service request management, change enablement, service level management and continual improvement; - use ITIL terminology correctly in daily operations, IT teams and interactions with stakeholders and customers. Main contents - Core concepts of ITIL 4 and IT Service Management. - Service Value System, Service Value Chain and guiding principles. - The four dimensions of service management: organisations and people, information and technology, partners and suppliers, value streams and processes. - Key operational and management practices. - SLAs, service levels, incidents, requests, problems, changes and continual improvement. - The link between IT services, user experience and business value. Target audience This course is suitable for IT professionals, service desk operators, technicians, analysts, project managers, consultants, process owners and anyone working in an IT or digital environment who needs a common foundation of language and method. Expected outcomes Learners gain a clear understanding of ITIL 4 principles and the logic behind service management. The course improves communication, collaboration, process control and the ability to contribute to continual improvement of IT services.

Certification process

- Registration or login to the Academy platform.
- Completion of the final course examination only. Any training or preparation may be completed externally or through other channels.
- The test questions refer to the objectives, skills and topics described in this technical sheet.
- Assessment of the result, possible validation and certificate issuance according to the rules applicable to the course.

Important note

On Academy, candidates take only the final course examination. Any training or preparation activity may be delivered externally or through other channels. The test questions refer to the topics described in this technical sheet and in the course syllabus summary.

Certification Bodies Management systems

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ITIL 4 Foundation

Syllabus summary

Course description ITIL 4 Foundation is the introductory course for understanding the language, concepts and operating logic of modern IT Service Management. It provides a solid foundation for working in IT environments focused on services, customer value and continual improvement. Learning objectives By the end of the course, learners will be able to: - understand the key concepts of service, value, value co-creation, outcomes, outputs, costs and risks; - recognise the structure of the Service Value System and the role of the guiding principles; - interpret the Service Value Chain and how ITIL activities contribute to value creation; - distinguish the main ITIL practices, including incident management, problem management, service request management, change enablement, service level management and continual improvement; - use ITIL terminology correctly in daily operations, IT teams and interactions with stakeholders and customers. Main contents - Core concepts of ITIL 4 and IT Service Management. - Service Value System, Service Value Chain and guiding principles. - The four dimensions of service management: organisations and people, information and technology, partners and suppliers, value streams and processes. - Key operational and management practices. - SLAs, service levels, incidents, requests, problems, changes and continual improvement. - The link between IT services, user experience and business value. Target audience This course is suitable for IT professionals, service desk operators, technicians, analysts, project managers, consultants, process owners and anyone working in an IT or digital environment who needs a common foundation of language and method. Expected outcomes Learners gain a clear understanding of ITIL 4 principles and the logic behind service management. The course improves communication, collaboration, process control and the ability to contribute to continual improvement of IT services.

Learning Objectives

- Understand key concepts of service, value, value co-creation, outcomes, outputs, costs, and risks.
- Recognise the structure of the Service Value System and the role of guiding principles.
- Interpret the Service Value Chain and how ITIL activities contribute to value creation.
- Distinguish main ITIL practices: incident and problem management, service request management, change enablement, service level management, continual improvement.
- Use ITIL terminology correctly in operational and relational contexts.

Skills Acquired

- Practical application of ITIL 4 principles in IT service management.
- Ability to support continual improvement processes.
- Effective communication with stakeholders using common language.

Target Audience

- IT professionals, service desk operators, technicians, analysts.
- Project managers, consultants, process owners.
- Anyone working in IT or digital environments seeking a shared language and methodology.

Prerequisites

- Basic IT knowledge and interest in IT service management.

Program

- Core concepts of ITIL 4 and IT Service Management.
- Service Value System and Service Value Chain.
- Four dimensions of service management.
- Key operational and management practices.
- SLAs, service levels, incidents, requests, problems, changes.
- Continual improvement and the link between IT and business value.

Teaching Method

- Theoretical lessons.
- Practical examples and case studies.
- Interactive discussions.

Assessment Method

- Final test with a passing mark of 70%.

Duration

- 60 minutes.

Certification

- Certificate of completion (with possible certification fee of €680).

Expected Results

- Clear understanding of ITIL 4 principles and practices.
- Improved communication, collaboration, and process control.
- Ability to contribute to continual IT service improvement.