TECHNICAL LEARNING AND ASSESSMENT DOSSIER

ITIL 4 Foundation

Price / certificate issuance
680,00 €
VAT excluded

Course code	Minimum duration	Final pass score	Dossier issue
ITIL4_FOUNDATION	60 min	70%	28/11/2026

1. Course identity, purpose and scope

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.

This extended technical dossier describes the pathway as published in CIWZ Academy on the issue date. It consolidates purpose, references, learning architecture, module contents, assessment system, passing criteria and certificate conditions. It does not replace the official texts of the standards, laws, guidelines or schemes referenced.

2. Normative, regulatory and technical references

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.

References are used as the learning and assessment framework within the limits of published content and available sources. For professional application, the official and current versions of the referenced documents always prevail.

3. Learning architecture and assessment system

- minimum tracked time: 60 min
- active final-exam bank: 200 questions
- final exam: 30 questions selected from the bank
- passing threshold: 70%
- Direct access to the final assessment under the published rules for the exam-only pathway.
- Exam assembly from the active course bank and scoring against the published pass threshold.
- Recording of the result and, where applicable, request for the final certificate.

4. Official catalogue technical information

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.

7. Assessment system, final exam and passing criteria

- The final assessment consists of 30 questions selected from the active course bank. The platform applies an anti-repetition logic for new attempts when the bank size allows it.
- Final question-bank size detected at generation time: 200 active questions.
- Published passing threshold for the course: 70%.
- Questions are intended to assess not only recall but also interpretation, application, evidence selection, scenario assessment and quality of decision-making, depending on the subject matter.

8. Tracking, learning continuity and session integrity

- Path status, completed modules and recorded time are managed server-side when the course uses the Academy learning mode.
- The platform allows the pathway to resume from the recorded point and retains the results of required checks.
- Assessment sessions may be subject to the integrity and proctoring controls enabled by the platform and described in the applicable usage rules.
- Technical and integrity events support assessment and do not replace professional judgement where human review is required.

9. Certificate, use and limitations

The CIWZ certificate, where provided by the pathway and requested after passing, records the result achieved in the stated CIWZ pathway or assessment. It does not automatically replace personnel certification, professional registration, statutory licence, legal qualification or credentials issued by third-party bodies where such requirements are imposed by the applicable scheme.

10. Commercial and tax conditions

- Price / certificate issuance: 680,00 € VAT excluded.
- UAE VAT is applied to UAE customers according to billing data and the applicable tax rules.
- Any specific commercial terms, agreements or corporate orders override the public price only when formally accepted by Certificato IWZ FZCO.

11. Dossier document control

- Document automatically generated by CIWZ Academy from the course data published at the time of the request.
- Course code: ITIL4_FOUNDATION
- Document language: EN

- Generation date: 28/11/2026
- For normative and professional application, the current official sources and any applicable procedures/schemes prevail.