

# ITIL 4 Foundation

## Course Description & Overview

SecureNinja's ITIL® 4 Foundation certification training introduces learners to the modern IT service management framework used across organizations globally. This course provides a comprehensive overview of ITIL's guiding principles, service value system, practices, and concepts, ensuring students understand how IT services align with business objectives in the digital era.

Delivered over three intensive days, this training is ideal for individuals seeking to gain foundational knowledge of ITIL 4 and how it enhances IT service delivery, customer satisfaction, and continual improvement. SecureNinja's experienced instructors break down complex concepts into manageable, real-world examples, ensuring students grasp the core of ITIL with confidence and clarity.

### Why Choose ITIL 4 Foundation

- Globally Recognized Framework: Learn the most widely adopted approach to IT service management (ITSM).
- Modernized for the Digital Age: Understand how ITIL 4 supports agile, DevOps, and digital transformation.
- Strong Career Foundation: Ideal entry point for IT professionals seeking ITSM roles or career growth in IT governance.
- Vendor-Neutral Knowledge: Applicable across all industries and IT environments.

### Topics Covered

- Key Concepts of ITIL: Service management, co-creation of value, and service relationships.
- The Four Dimensions of Service Management: Organization & people, information & technology, partners & suppliers, and value streams & processes.
- The ITIL Service Value System (SVS): Core components and how they interconnect to deliver business value.
- The ITIL Guiding Principles: Focus on value, collaborate, keep it simple, optimize and automate, and more.
- The Service Value Chain: Activities that transform inputs into valuable outputs.
- ITIL Practices: 15 foundational practices including Incident Management, Change Enablement, Service Desk, and more.

### Who is it for

- IT Support and Service Desk Staff: Professionals responsible for supporting IT services in any organization.
- IT Managers and Practitioners: Those overseeing service delivery, process improvement, or IT governance.
- Project Managers and Coordinators: Professionals managing IT projects who want a better understanding of ITSM practices.
- Aspiring ITSM Professionals: Entry-level individuals seeking a recognized credential

to begin a career in service management.

## Who Would Benefit

- IT Professionals: Looking to expand their understanding of service management principles.
- Organizations: Seeking to improve the quality and consistency of IT service delivery.
- Students and Career Changers: Entering the IT field and seeking a strong, industry-respected foundation.

## Prerequisites

There are no formal prerequisites for this course. A general interest in IT or service management concepts is recommended.

## Course Outline

### 1. Introduction to ITIL and Service Management

- What is ITIL and why it matters
- Understanding service management and value co-creation

### 2. The Four Dimensions of Service Management

- Key elements that impact service design and delivery
- Interrelation of people, tech, partners, and processes

### 3. The ITIL Service Value System (SVS)

- Overview of the components of the SVS
- Opportunities, demand, and value in ITSM

### 4. Guiding Principles and the Service Value Chain

- The 7 ITIL guiding principles
- Understanding how value is delivered via service activities

### 5. ITIL Management Practices

- Review of 15 key practices covered in Foundation
- Focus on Service Desk, Incident Management, Change Enablement, and Continual Improvement

## Course Length

- 3 Days
- 24 Hours

## Exam Details

- Number of Questions: 40
- Question Types: Multiple choice
- Duration: 60 minutes
- Passing Score: 65% (26 out of 40)
- Closed Book: Yes
- Proctored: Online or in-person via PeopleCert

SecureNinja's ITIL 4 Foundation course offers a trusted pathway into IT service management. With expert instructors and real-world application, students walk away with a solid understanding of how modern ITSM practices enhance efficiency, collaboration, and business value in any organization.

**SecureNinja is an ITIL® Accredited Training Organization Affiliate sponsored by ITpreneurs, an Accredited Training Organization (ATO).**