Course : ITIL® 4 Foundation, certification (CPF specific)

RS7093

Practical course - 3d - 21h00 - Ref. IFP

Price : 2120 € E.T.

5 / 5

NEW

In the space of ten years, the ITIL® framework has become the benchmark for IT service management. The new ITIL® V4 version, published in 2019, incorporates new practices adapted from digital, Agile and DevOps methods. The aim of the training course is to enable use in a professional environment.

Teaching objectives

At the end of the training, the participant will be able to:

- Understand ITIL® terminology and concepts
- Understanding the value chain and the four dimensions of IT service management
- Understand the added value of ITIL®.
- Prepare for the ITIL® V4 Foundation certification exams

Intended audience

Anyone involved in the provision and management of IT services.

Prerequisites

Any candidate wishing to prove their IT service management skills for professional and career opportunities.

PARTICIPANTS

Anyone involved in the provision and management of IT services.

PREREQUISITES

Any candidate wishing to prove their IT service management skills for professional and career opportunities.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

Certification

L'examen de certification ITIL® Foundation inscrit à France Compétences se déroule en deux étapes. Le candidat réalise une mise en situation pratique de deux heures post formation, suivie d'une soutenance orale organisée à distance dans les jours suivant la formation. Cette première phase compte pour 50 % de l'évaluation. La seconde phase est un questionnaire à choix multiples de 40 questions, réparties en quatre formats (standard, négative, mots manquants et liste), à réaliser à distance et à livre fermé en français. Cette épreuve représente 50 % de la note finale et dure une heure. La seconde épreuve est un QCM professionnel à distance (50 %). Chaque épreuve requiert un score minimum de 65 % pour valider la certification. La formation se déroule sur 3 jours, avec un temps complémentaire estimé à 4 heures pour finaliser les évaluations. La certification finale devra être passée dans les 30 jours suivant la date de fin de formation. Le voucher des examens de certification est inclus dans le prix de vente.

Course schedule

1 Introduction and key concepts

- ITIL® 4 and its certificates. ITIL V3 transition.
- Information on the ITIL® V4 Foundation exam.
- ITIL® V4 Foundation learning outcomes.
- Agile and DevOps IT service management (excluded from the exam).
- Definitions: service, utility, warranty, customer, user, sponsor and service management.
- Concepts related to value creation by services: cost, value, result, deliverable and risk.
- Relationship concepts: service offering, relationship management, service provision and service consumption.

Exercise
Validation of knowledge of key concepts.

2 The ITIL® dimensions of service management

- Representation of service management dimensions (ITSM, "Information Technology Service Management").
- Organization and people.
- Information and technology.
- Partners and suppliers.
- Value flows and processes.

Exercise
Validation of knowledge of ITIL® 4 dimensions.

3 The seven guiding principles of ITIL® service management

- Description of the nature, use and interactions of the seven principles.
- Focus on value.
- Start where you are.
- Progress iteratively with feedback.
- Collaborate and be transparent.
- Thinking and working holistically.
- Keep it simple and practical.
- Optimize and automate.

Exercise
Validation of knowledge of ITIL® 4 principles

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

4 The ITIL® service value chain

- The Service Value Chain (SVC), the core element of the Service Value System (SVS).
- The concept of the value chain, its purpose and components, and its interconnected nature.
- The goals, inputs and outputs of each of the six activities in the value chain.
- Plan, improve, engage, design and transition. Acquire/build, deliver and support.

5 The continuous improvement model

- Building the model around ITIL's seven guiding principles.
- Benefits of using the model.
- The model supports an iterative approach to improvement, dividing work into manageable elements.

6 ITIL® practices

- The notion of practice.
- Overview of management practices: general management, service management and technical management.
- Reminder of the fifteen management practices expected in the exam syllabus.
- General practices expected. Information security management, relationship management, supplier management.

Exercise
On the basis of a concrete case study, propose a service improvement approach based on ITIL® best practices.

7 Expected service management practices

- Change control.
- Incident management.
- Problem management.
- Service center.
- Service level management.
- Service request management.

8 Itil Foundation certification exam preparation France Compétences

- Presentation of the practical exercise to be carried out during a 2-hour post-training period.
- Information on planning and organizing a presentation with the jury: duration 1h.
- Examination procedures.
- Types of questions.
- Review of the ITIL® 4 Foundation program.
- Mock exam and group correction for the MCQ.

Dates and locations

REMOTE CLASS
2026 : 23 Mar., 15 Apr., 27 Apr., 18 May, 12 Oct., 14 Dec.

PARIS LA DÉFENSE
2026 : 18 May, 12 Oct., 14 Dec.