Course : ITIL® 4 Foundation with certification

Practical course - 3d - 21h00 - Ref. IFS
Price : 1690 € E.T.

★★★★⯪ **4,5 / 5**

(BEST)

ⓘ INFORMATION

If you have ITIL® 4 Foundation certification, this is sufficient to enter the ITIL® 5 ecosystem. However, if you'd like to train effectively on the new version of ITIL, we strongly recommend our ITIL® 5 Foundation training course, PeopleCert certification (ref. IFT).

🎯 Teaching objectives

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

- ✓ Understand ITIL® concepts and terminology
- ✓ Learn the IT service management value chain
- ✓ Understand the added value of ITIL®
- ✓ Prepare for the ITIL® V4 Foundation certification exam

Certification

The certification exam is given in French.

Remote certifications

See the certifier's official documentation for the list of prerequisites for completing the online certification exam.

Practical details

Teaching methods

This course involves active, participatory learning. ITIL® concepts are explained, illustrated through feedback, and enhanced with group discussions.

Course schedule

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.

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.

1 The ITIL® framework and the practice of service management

- The history of ITIL®: Its origins, who's behind it. The reasons for its success.
- The notions of best practices and standards.
- The main goals of ITIL®.

2 Key concepts in service management

- Definitions: Service, utility, warranty, customer, user, sponsor, and service management.
- Concepts related to creating value through services: Cost, value, outcome, deliverable, and risk.
- Relationship concepts: Service offering, relationship management, service provision, and service consumption.

3 The 7 guiding principles for organizations

- Description of the nature, use, and interactions of the 7 principles.
- Focus on value.
- Start where you are.
- Progress iteratively with feedback.
- Collaborate and promote visibility.
- Think and work holistically.
- Keep it simple and practical.
- Optimize and automate.

4 The 4 dimensions of service management

- Organizations and people.
- Information and technology.
- Partners and suppliers.
- Value streams and processes.

5 The IT service management value chain

- The notion of a value chain, its purpose and components, and its interconnected nature.
- The goals, inputs, and outputs of each of the six activities of the value chain.
- Plan, improve, engage, design and transition, obtain/build, delivery and support.

6 The 18 practices of IT service management

- The notion of practice.
- The goals and key terms of the 18 practices.

7 The 7 main practices of service management

- Continual improvement.
- Change management.
- Incident management
- Problem management.
- Service request management.
- Service centre.
- Service level management.

8 Preparing for and taking the certification exam

- Review of the ITIL® 4 Foundation program.
- Mock exam and group correction. Tips for the exam.

Exam
The exam is made up of 40 MCQs to be answered in 1 hour, closed-note.
Getting 65% correct is required for certification.

Dates and locations

REMOTE CLASS
2026 : 27 Apr., 27 Apr., 4 May, 27 May, 10 June, 10 June, 24 June, 29 July, 26 Aug., 26 Aug., 9 Sep., 16 Sep., 21 Oct., 4 Nov., 4 Nov., 25 Nov., 2 Dec., 16 Dec.

NANCY
2026 : 4 May, 9 Sep., 25 Nov.

PARIS LA DÉFENSE
2026 : 27 Apr., 4 May, 27 May, 10 June, 24 June, 29 July, 26 Aug., 9 Sep., 16 Sep., 21 Oct., 4 Nov., 25 Nov., 2 Dec., 16 Dec.

METZ
2026 : 9 Sep., 25 Nov.

LUXEMBOURG
2026 : 27 May, 9 Sep., 2 Dec.