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ITILv3 Foundation
IT Service Management

ITIL (formerly known as Information Technology Infrastructure Library) is the most widely accepted approach to IT service management in the world.

IT Service Management (ITSM) derives enormous benefits from a best practice approach. Because ITSM is driven both by technology and the huge range of organizational environments in which it operates, it is in a state of constant evolution.

EXIN is globally accepted exam
The EXIN exams are trusted and accepted by leading employers, educational institutions and governments worldwide.

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ITIL Course Details

ITIL® Foundation is the most important certificate for IT professionals and employees wishing to know more about IT Service Management. Organizations that work according to

ITIL® use the complete ITIL® exam program for training personnel based on their roles. Their ITIL® skills enable them to perform and cooperate better.

Target group

You are an IT professional, business manager or business process owner in an organization that operates according to ITIL®. After gaining the certificate, you will understand how the ITIL® exam program contributes to raising the quality of IT Service Management. Your role and qualities are important for better (team) performance.

Context

ITIL® Foundation enables you to lay the basis for a complete

program of ITIL® exams and obtaining various certificates in IT Service Management. This will show that you take your

work according to ITIL® seriously. It will improve your qualifications for working with other ITIL®-certified personnel.

Prerequisites
None.

Exam content

Candidates are tested on:
1. Service management as a practice (comprehension)
2. The ITIL service lifecycle (comprehension)
3. Generic concepts and definitions (awareness)
4. Key principles and models (comprehension)
5. Selected processes (awareness)
6. Selected functions (awareness)
7. Selected roles (awareness)
8. Technology and architecture (awareness)
9. Competence and training (awareness)

Exam Details

- Number of questions: 40
- Pass mark: 65% (26 out of 40)
- Open book: no
- Electronic devices permitted: no

ITIL® Foundation is part of the Certified Integrator program and is one of the prerequisites to attain the titles:

- EXIN Certified Integrator Secure Cloud Services
- EXIN Certified Integrator Agile Service Projects

Practical Approach
- A real life examples will be given throughout the lectures/course.

www.ict-trainings.com/curriculum/itil-leaflet.pdf