

ITIL® 4 Foundation eLearning

Durée : 9 heures / accès 12 mois / voucher d'examen compris

Obtenez votre certification ITIL® 4 Foundation à votre rythme !

Ce module eLearning est accrédité par PeopleCert / uniquement disponible en anglais

La formation en ligne ITIL4 Foundation vous présentera les concepts et les principes clés de la gestion des services informatiques. Le cours est organisé en 5 modules faciles à assimiler et un résumé, qui couvrent la terminologie, les concepts, les pratiques et la valeur d'ITIL.

- Le cours comprend des tutoriels vidéo, des guides d'étude et des questionnaires
- Notre prix inclut le **manuel officiel ITIL 4 en version digitale, le support de cours officiel et le voucher d'examen**

• La durée approximative d'étude est de 9 heures

• Une solution adapté à tout support y compris le mobile

eLearning + : la version 'plus' inclus également un simulateur interactif d'examen ainsi que l'option TAKE2.



COURSE & LEARNING OBJECTIVES

Purchase Options

FEATURES

eLearning : 1-Year Access to Interactive Learning

On-Line Proctored Exam

eBook : Official ITIL 4 Foundation Manual in Digital Format

OTM : Official Training Material

Auto-Marked Sample Papers Official Mock Exams

TAKE2 : Exam Second Chance in case of failure on the 1st attempt

Best Value

eLearning

Self-paced interactive learning pack for ITIL 4 Foundation Certification.

750 €
excl. VAT



Plus+

eLearning +

Self-paced interactive learning pack that builds confidence for the exam.

975 €
excl. VAT



Self-paced learning accredited by Peoplecert

- Learn the ITIL terminology and key concepts
- Become familiar with the ITIL 4 guidance
- Gain understanding of the ITIL 4 service management framework
- Discover how ITIL has adopted the modern technologies and ways of working
- Learn how ITIL interacts with other frameworks and methodologies

COURSE CONTENTS

6 modules in easy to understand lessons

- **Module 1:** Introduction to ITIL 4
- **Module 2:** Key Concepts of Service Management
- **Module 3:** Key Concepts of ITIL 4
- **Module 4:** The Guiding Principles of ITIL 4
- **Module 5:** ITIL 4 Practices Deep Dive
- **Module 6:** Course Summary

Difference between eLearning and eLearning+

eLearning includes:

On-line proctored Exam, Official certification e-Book, Official Training Material

eLearning+ includes:

On-line proctored Exam, Official certification e-Book, Official Training Material, an Interactive Tool with Mock Exams and Take2 (second chance for free when failing on the first attempt).

WHO SHOULD ATTEND?

This ITIL 4 Foundation eLearning course is designed for IT Professionals, Project Managers and Business Managers/Owners involved in the design, delivery and management of digital products and services, ensuring maximum value for customers and stakeholders. This training will also benefit to those who are at the start of their journey in service management.

The eLearning will be the ideal solution for those who do not have the time or budget to attend a classroom-based training.

PREREQUISITES

There are no prerequisites or technical background required to attend this course.

ABOUT THE ITIL4 FOUNDATION EXAM

Participants will receive a voucher to take their exam from home or from the office. The exam voucher is valid during one year. However, we advice not to wait too long between the end of your course and exam.

- Exam duration: 60 minutes (+15 minutes for non-native English speakers)
- Closed book format
- Number of questions: 40
- Marks: each question is worth 1 mark, there is no negative marking.
- Pass mark: 65% or higher (26 marks or above)

ELEARNING DELIVERY

You will receive a voucher to access your eLearning course and you exam. The online access and exam voucher are valid during 12 months.

For multi-users, please [contact us](#) to receive a proposal.