

# ITIL® 4 Foundation eLearning

9 uur zelfstudie / 12 maanden toegang / examen voucher inbegrepen

Behaal uw ITIL® 4 Foundation certificaat bij u thuis !

Deze eLearning is geaccrediteerd door PeopleCert / enkel beschikbaar in het Engels !

Dankzij de ITIL4 Foundation online training zal u kennismaken met IT-servicemanagement concepten en kernprincipes. De cursus is opgezet in **6 modules en 26 eenvoudige lessen** die de ITIL-terminologie, concepten, werkwijzen en waarde omvatten.

- De cursus bevat video's, studiegidsen en quizen
- Onze prijs is inclusief het officiële ITIL 4 handboek in digitaal formaat, het officiële cursusmateriaal en de examenvoucher
- De geschatte studieduur is 9 uur
- Zelfstudie pakket geschikt voor alle devices en mobile-optimised

**eLearning+**: het 'plus' pakket bevat ook een interactieve examen simulator en de TAKE2 optie.



## 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

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### 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?

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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

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

## ABOUT THE ITIL4 FOUNDATION EXAM

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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

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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.**