

# ITIL® 4 Foundation Certification Course

# HDAA



## Course Overview

**Learn the language of IT Service Management and the processes that support it.**

ITIL 4 has been designed to help organisations meet the increasing demand from the current complex digital environment. ITIL 4 has also been designed to be compatible with ITIL v3 to further add knowledge to a time proven international framework.

This two-day course prepares you for the examination leading to the new Foundation Certificate In IT Service Management.

ITIL 4 takes you through a more evolved view of a Service Value System (SVS) which is a new way to look at IT Service Management, providing a holistic end-to-end picture of what it really means to contribute to business value, and also integrates concepts from models such as Lean IT, Agile and DevOps. This qualification is simply a 'MUST HAVE' for any organisation, department or individual concerned with improving IT Service Management and contributing to business value through excellence in service.

## What This Course Covers

- Understand the key concepts of ITIL® service management
- Understand how ITIL® guiding principles can help an organisation to adopt and adapt ITIL® service management
- Understand the four dimensions of ITIL® service management
- Understand the purpose and components of the ITIL® service value system, and activities of the service value chain, and how they interconnect
- Understand the key concepts of continual improvement
- Learn the various ITIL® practices and how they contribute to value chain activities

## Exam Information

- 60-minute exam administered by PeopleCert (ITIL's independent examination body)
- 40 multiple-choice questions
- a pass mark of 65% is required to receive your certificate
- an exam review is included in the course to help prepare attendees for the certification exam.
- In order to run the ITIL 4 foundation course over 2 days the certification exam is not taken as part of the course. On completing the course attendees will receive an exam voucher which they can use to book an online exam.

## Who Should Attend

The ITIL 4 foundation course audience includes all staff across IT functions as well as anyone who is looking to upgrade their ITIL v3 certification and knowledge.

## Training Methods

### Public Courses

2 Days (Certification exam taken online after the course, exam voucher is included in the course price)

### On-site Courses

Train at your premises. 2 Day course (Certification exam taken online after the course)

### On-line course

Access to training portal for 12 months. Approx. 15 - 18 Hours to complete (online certification exam voucher included in the price)

## Further Details

For all other information, such as course price, calendar, certification, learning methods & how to register contact HDAA on T: 1300 130 447 or W: [www.hdaa.com.au](http://www.hdaa.com.au)

## About HDAA

Founded in 1999, HDAA is an independent association specialising in the Service and Support Industry.

HDAA has achieved a strong reputation for providing independent, authoritative information and advice within this industry and supports its member organisations and individual professionals with a range of services to meet their ongoing challenges in this ever-evolving sector.

HDAA is an HDI Gold Partner and also sits on the HDI International Certification Standards Committee (ICSC). We are an Accredited Training Organisation (ATO) for a variety of service and support certifications and PeopleCert accredited for all our IT Service Management (ITSM) programs.

Our membership covers 100's of organisations in Australia and New Zealand and we've had the pleasure of training 1000's of service and support professionals.

## Consulting Services

Based on extensive experience and a detailed knowledge of the service and support industry, HDAA provides a variety of consulting services enabling high quality decision making and bottom line results.

Such services are based on internationally recognised frameworks, best practices and methodologies and include Service Desk Reviews, Knowledge Management Integration - using the Knowledge Centred Service (KCS) methodology, workflow mapping for policy, process and procedure documentation and generalist HR (eg. recruitment and training assistance).

## Training, Workshops, Coaching & Mentoring Services

HDAA provides a range of training courses, workshops and events, including tailored, in-house training and workshops. Our courses are internationally recognised qualifications aimed at professionals who wish to progress in the service and support industry; and specifically to help companies maximise the capability and effectiveness of their response in the service and support industry.

## Industry Intelligence

HDAA provides and publishes a range of reports on the service and support industry, including an annual Practices & Salary Report providing an overview of the industry, as well as data and analysis of the market by demographics, incident management, technology, processes, procedures and strategies, performance metrics and more.

HDAA publishes a number of 'on demand' reports, such as Member Requests and one-time Surveys. This includes research, webinars and other such items highlighted in our monthly 'Inside Support' eNews that are pertinent to the Service and Support Industry.

## Membership Services

HDAA provides a range of services for its members which can be accessed via our website [www.hdaa.com.au](http://www.hdaa.com.au).

This online content enables our members to respond swiftly and effectively to new developments in the industry by minimising the time they spend researching and collating the information they need.

Available services and tools such as Workforce Planning (WFP), Service Desk Calculators, Tool Evaluation spreadsheet, Podcasts, 'inside support' monthly eNewsletter, HDI Resources, HDI & HDAA Webinars, SupportWorld Articles and more. N.B. Members must be logged in to access the Knowledge Base content.

HDAA also conducts bespoke research, including areas of the industry where reliable published information is unavailable.

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