



# Circa Information

**Education. Affordable and everywhere.**

## ITIL®4 Foundation Certification Course

This course provides an introduction to the ITIL®4 Service Management framework for IT enabled services.

We cover common terminology, key concepts, and the basics of the ITIL®4 framework.

- Key concepts, vocabulary, and four dimensions of ITIL®4 service management
- The ITIL®4 Service Value System, Service Value Chains, and interconnections
- How the ITIL®4 guiding principles can help an organization adopt and adapt
- ITIL®4 Practices
  - Detailed coverage of seven key practices
  - General overview of fifteen practices

The ITIL®4 Foundation course and exam are suitable for anyone who needs a basic understanding of the ITIL®4 framework and how it may be used to improve the quality of Service Management in their enterprise.

## Circa Information offers an exceptional learning experience

Student guides including slides, commentary, quizzes, exercises, glossaries, syllabus, and more

We've been designing our courses specifically for virtual classrooms since 2015 with active presentations, team collaboration facilities, on-line test preparation, and engaging, experienced instructors.

We offer small class sizes, flexible scheduling, and "à la carte" pricing where you select the elements you need and don't pay for the rest.

- Two sample exams from the official examiner
- Sample quiz questions cover ALL syllabus requirements
- Exams arranged through PeopleCert  
January 2021: currently on line only

- ◆ Downloadable PDF courseware
- ◆ On line exercises, quizzes, glossaries
- ◆ Track your progress
- ◆ Quizzes in the same format as the final exam
- ◆ Chat with colleagues and fellow learners
- ◆ Choose printed or electronic materials
- ◆ Choose whether or not to include the official exam
- ◆ Reduced pricing for groups
- ◆ Fast, simple on line registration
- ◆ Simple payment options

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## WHO WILL BENEFIT FROM THIS COURSE?



Anyone who specifies service requirements or plays a role in the delivery of services will benefit.

- **Enterprise Executives**
  - Those who are responsible for the delivery of IT services will gain a deeper understanding of the work that must happen to make IT successful.
- **Business Managers**
  - People responsible for departments which use IT services will be better able to negotiate with IT Providers for appropriate service delivery.
- **IT Managers**
  - Folks who manage IT teams, large and small, will learn practices which have been used successfully in many IT environments: Public / private; internal / external; large, medium, and small enterprises.
- **IT Staff**
  - The people in the trenches, supporting the applications and technologies needed to make business work, will gain a better understanding of the work that needs to be done across the whole of an IT provider organization as well as the role they play in delivering and increasing service value.

## HOW WILL MY ENTERPRISE BENEFIT FROM THIS COURSE?

**ITIL4® reduces surprises after new technologies have been deployed.** ITIL4® documents strategic methods to ensure that service requirements are correctly identified and that services will be properly funded and delivered.

**ITIL4® can ensure you have enough of everything and you don't pay for what you don't need.** Ensures that appropriate levels of availability, capacity, and security are identified, designed, and monitored across all technical domains.

**ITIL4® provides a clear framework for making changes to complex environment.** ITIL4® management practices enable organizations to correctly assess and mitigate risks associated with changes.

**ITIL4® reduces the number of outages as well as the time required to resolve outages.** General, Service, and Technical practices deliver efficient handling of requests, failures, and techniques for the identification and justified removal of the causes of technical failures.

**ITIL4® streamlines the routine delivery of service components.** The ITIL4® Service Request is one of the many practices which help to identify and eliminate road blocks to smooth service delivery.

**ITIL4® enables successful Continuous Improvement!**

Helps organizations actively seek and implement improvements.

The ITIL4® certification scheme includes courses which describe practices and supporting techniques from strategy to operations.

This Foundation course is a pre-requisite for the intermediate and advanced courses.

**Further information is available on our website at:**

**<http://www.CircaInformation.com>**