







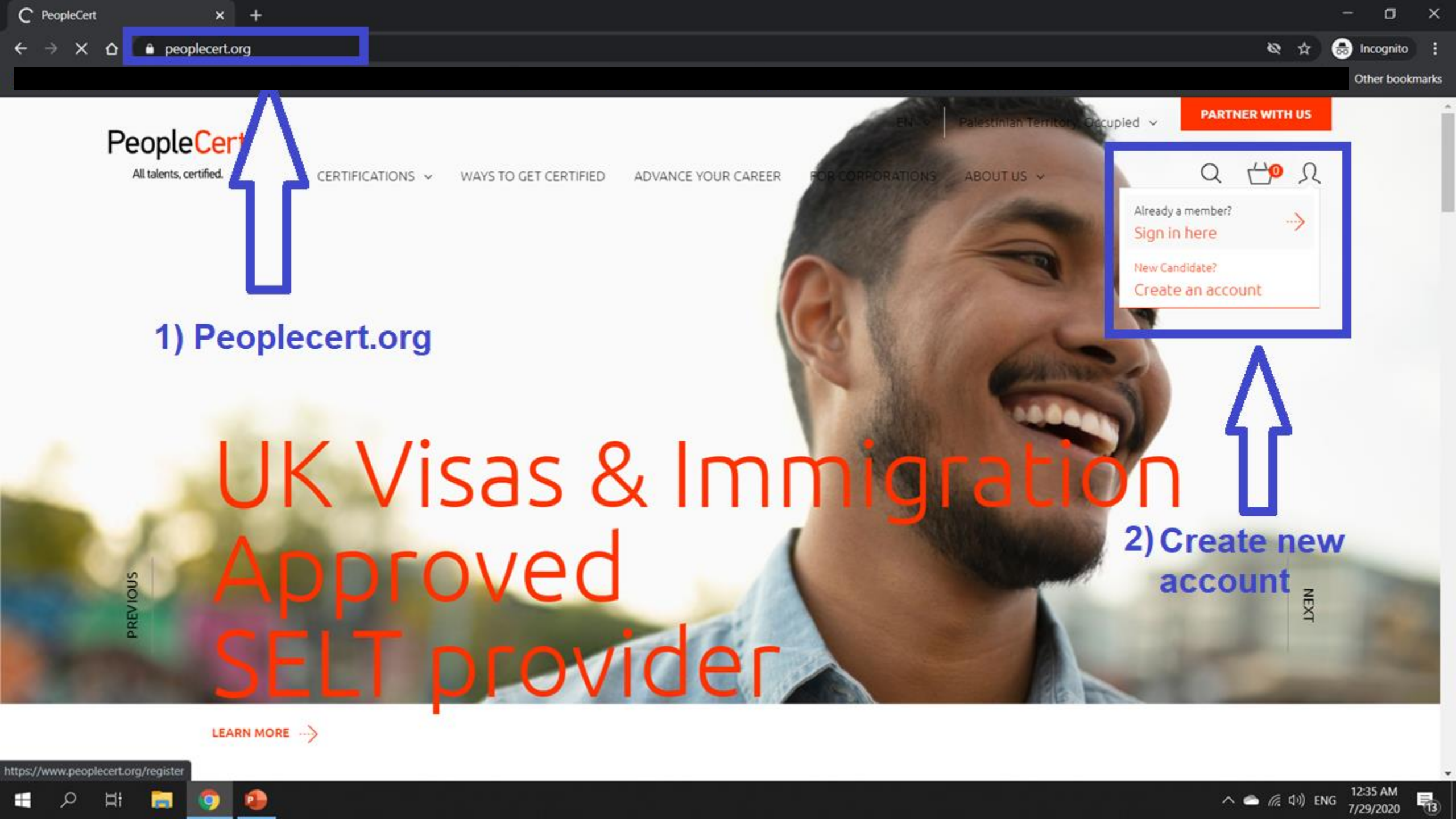
ITIL 4 Foundation

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2021



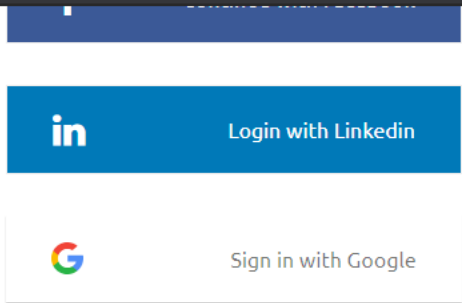
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| ITIL® 4 Foundation: an introduction to ITIL 4

ITIL 4 Foundation enables candidates to look at IT Service Management through an end-to-end operating model for the creation, delivery and continual improvement of tech-enabled products and services.

ITIL 4 Foundation equips candidates with:

- A holistic approach to the facilitation of co-creation of value with customers and other stakeholders in the form of products and services
- The guiding principles of ITIL 4
- The four dimensions of Service Management
- Key concepts from Lean, Agile, DevOps, and why these are important to deliver business value
- How ITIL practices described in ITIL 4 will maintain the value and importance provided by the current ITIL processes, whilst at the same time expand to be integrated to different areas of service management and IT, from demand to value.

Who is ITIL 4 Foundation for:

ITIL 4 Foundation is suitable for individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization. The certification also applies to IT professionals who work within an organization that has adopted ITIL and so need to be aware of and contribute to the overall service improvement programme.

ITIL 4 continues to support the ITSM community while expanding to a wider range of professionals working in the digital world, guiding how IT interfaces with, and leads the wider business strategy.

Already ITIL v3 certified? Find out how you can transition to ITIL 4 [here](#).


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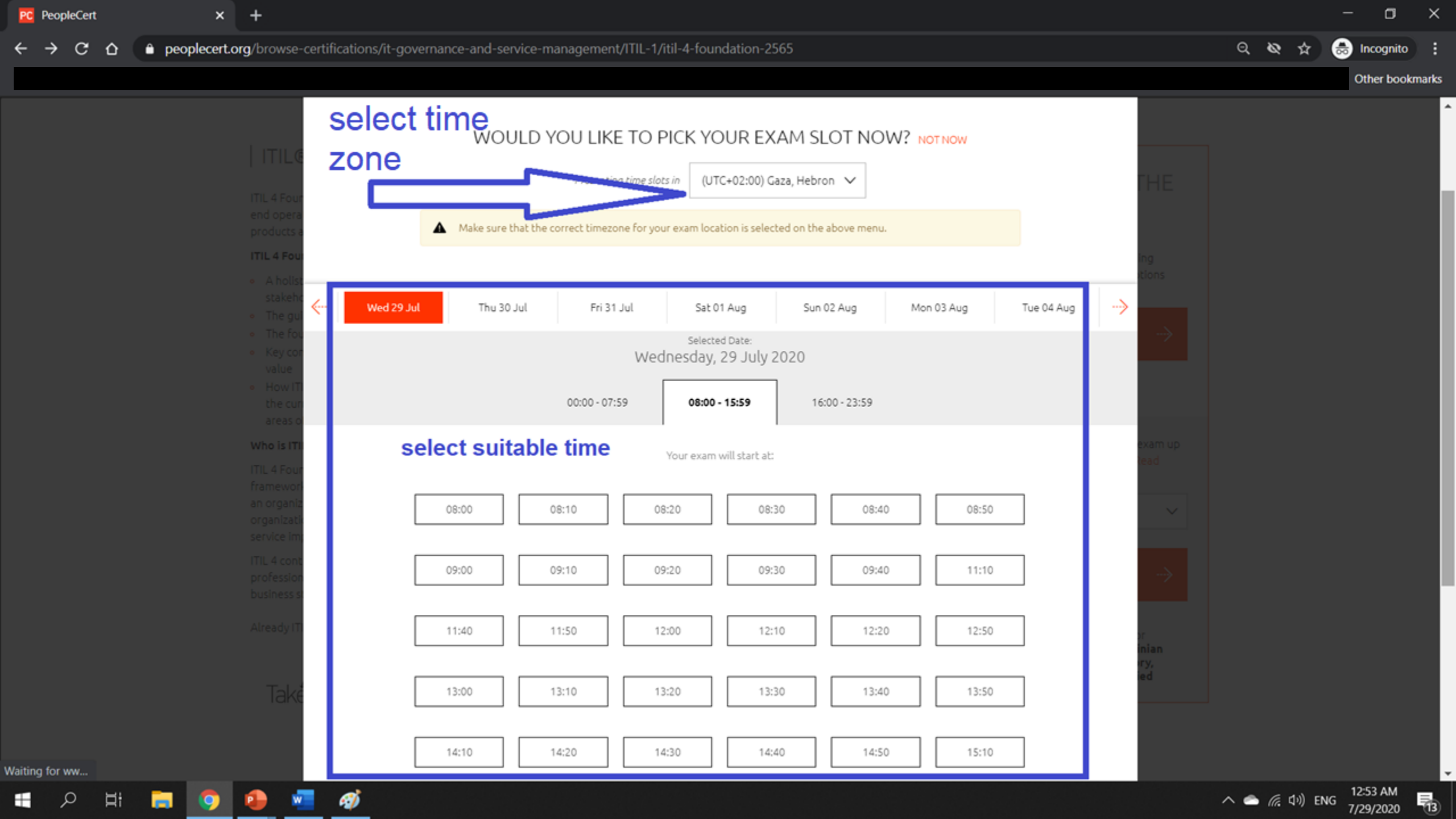
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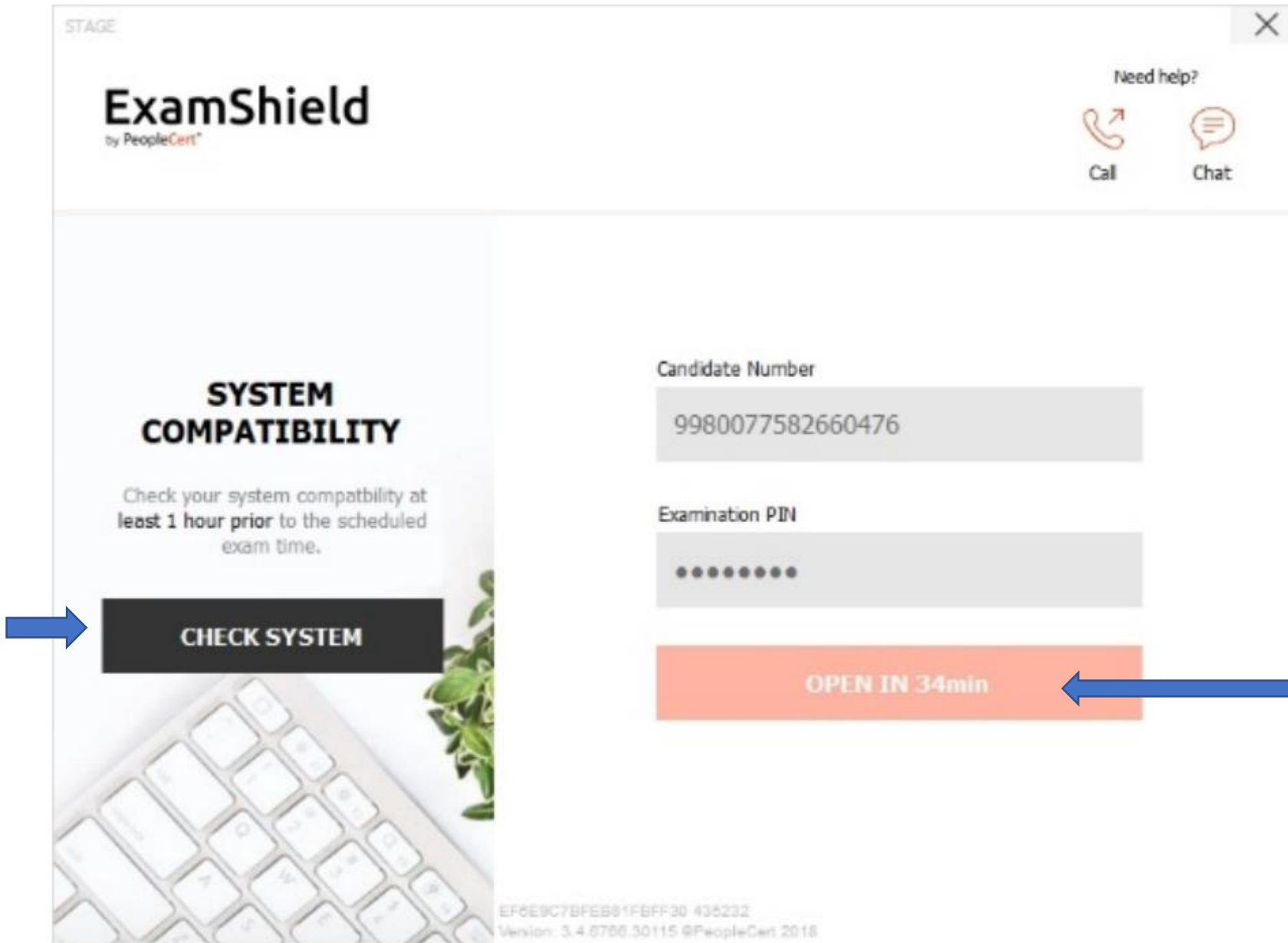
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System check should be done before the exam from the laptop you will take your exam from. To make sure that there is no issue in your laptop and your connectivity. It checks : system, Camera, Microphone, and internet connectivity



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More details about system requirements and other details about the proctored exam are in the following link provided by PeopleCert

<https://www.peoplecert.org/exams-peoplecert-online-proctoring-windows>