



ITIL® 4 FOUNDATION

Foundation knowledge for IT-enabled services

ITIL 4 Service Management

**Get certified. Get ahead.
Together.**

Develop your understanding. Connect concepts with practice. Plan your next professional step.



Course attendance and certification are separate. Confirm the relevant assessment requirements and package inclusions.





LEARNING WITH THE AGILENOW

About Company • About Course • Key Features



About Company

The AgileNow supports professional development through expert-led certification and skills training in Scrum, Agile, Project Management, ITSM and technical subjects.

About Course

ITIL 4 Foundation training introduces shared language for understanding and improving IT-enabled services. It connects service management concepts with the work of support, operations and service delivery teams.

Key Features



Role-focused learning

Relevant certification or technical pathway.



Clear course scope

Review entry requirements and curriculum.



Practical discussion

Connect concepts with workplace scenarios.



Training options

Confirm format, materials and exam inclusion.



YOUR LEARNING JOURNEY

What You Will Get • Course Curriculum • Prerequisites • Who Should Attend

What You Will Get



Explore value, stakeholder expectations and service outcomes.



Understand how organisational activities contribute to services.



Discuss practical principles that help teams select their next action.



Consider people, technology, suppliers and working processes together.

Prerequisites

An introductory learning level. Service experience is helpful. Confirm the selected version, course package and current entry requirements.

Course Curriculum



01 Service relationships



03 Guiding principles



05 Service value chain



07 Continual improvement



02 Service value system



04 Four dimensions



06 Practices in context



08 Foundation preparation

Who Should Attend

Service desk and technical support professionals; IT operations, service delivery and service management teams; Managers and project staff collaborating with IT service teams



QUESTIONS & YOUR NEXT STEP

Frequently Asked Questions • Contact Details



What will I learn in ITIL 4 Foundation?

You will explore service management concepts and apply them to conversations about service value, delivery and improvement.



Should I choose ITIL 4 or Version 5?

Compare your employer's requirements, existing credentials and PeopleCert's current pathways. Confirm the syllabus and exam included in the chosen training package.



Does course completion award certification?

Course attendance and certification are separate. Check the relevant awarding body or vendor assessment requirements.



Are exam fees and materials included?

Confirm examination inclusion, learning materials and practice environment access in your selected package.



What are the dates and delivery options?

Ask about availability, duration, fees and online, classroom or corporate training options.



Contact Details



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Ask about batches, fees & registration