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## ITIL® 4 Foundation

The 2-day "ITIL® 4 Foundation" seminar is the introduction to the latest ITIL® version. We give you a sound overview of the ITIL® terminologies such as the ITIL® 4 Practices, Roles and Functions and familiarize you with the Service Value System. Furthermore, you will learn how to implement customer and service orientation permanently in your department. In addition to the most important key concepts and basic terms, you will learn from various practical examples what advantages the introduction of ITIL® practices brings and how you can successfully overcome possible obstacles.

The training prepares you optimally for the ITIL® 4 Foundation exam, the exam can only be taken online!

This seminar is conducted according to the current Axelos syllabus (ITIL® 4).

### Target Group

- | Executives or
- | Employees of service or IT organizations,
- | IT professionals or
- | business managers who want to acquire a basic understanding of ITIL® or want to create a basis for further ITIL® qualification.

### Your Benefits

- | You will be able to use the ITIL® 4 terminology and basic concepts without any problems.
- | You will learn the basic service value system of the ITIL® methodology.
- | You will acquire an understanding of the application of ITIL®.
- | You will be able to successfully participate in IT Service Management projects and provide positive input.
- | With the internationally recognized ITIL® 4 Foundation certification you document your understanding of ITIL® and can attend further courses of the curriculum.
- | ITIL® Qualification
- | Exam preparation for the ITIL® 4 Foundation exam

### Key Features

- | The four dimensions of service management
- | The fundamentals and guidelines of ITIL®4
- | The key concepts of Lean IT, Agile and DevOps and why they are important to create business value
- | Definitions and basic terms of the ITIL® Practices
- | The ITIL® Practices and the Service Value Chain

## ITIL® 4 Foundation Certificate

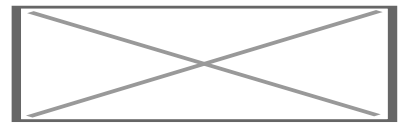
The ITIL® Foundation exam takes place online.

The exam can only be taken online. You arrange your individual exam date directly with the exam provider PeopleCert. You will receive your exam voucher on the first day of the course.

All you need to take the online exams is an internet-enabled device with audio capability and a stable internet connection.

For passing the ITIL® Foundation certification you will receive 2 credits and the ITIL® 4 Foundation Certificate in IT Service Management, which is a prerequisite for further training within the ITIL® 4 curriculum.

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Candidates taking the exam in a language that is not their native language or candidates with special requirements (e.g. health restrictions) are entitled to an extended exam duration. Please inform us at the time of registration if you would like us to request an extended exam duration for you.

## Duration

2 days

1. day 10:00 – 17:00 Uhr

2. day 09:00 – 17:00 Uhr

plus time for certification (approx. 1 hour)

## Certificate

Certificate of GRUNDIG AKADEMIE

## Contact Person



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