ITIL®4 - Foundation with exam

Duration: 2 days
Audience: Professionnel TI|Gestionnaire

Who is this training for?

New:

ITIL® 5 - Foundation with exam

ITIL® 5 - Foundation (Bridge)

ITIL® 5 - AI Governance

- Newcomers to service management
- Managers and future ITSM managers
- People working in the field of IT (digital, product, development) closely related to service management
- People with an ITIL® certification who want to update their knowledge

Training objectives

- Acquire an introduction to modern IT services
- Master common terminology and key concepts
- Understand the improvement of ITIL® 4 service orientation
- Understand the ITIL® 4 framework and its evolution
- Prepare for the ITIL® 4 Foundation exam

Summary

ITIL® 4 is an evolution of ITIL® v3, providing a convenient and flexible transition that enables organizations to adopt new ways of working, according to the demands of the modern digital world. This update to ITIL® reflects the complex and fast-paced environment we live in, new ways of working and emerging practices. These new ways of working are essential not only for ITSM professionals, but also for a large number of professionals working in the world of digital transformation. The goal of ITIL® 4 is to provide organizations and professionals with a comprehensive guide to managing technological

Copyright © 2026 AFI by Edgenda inc.

information in a modern service economy. ITIL® 4 Foundation is the introductory course for the ITIL® certification in IT Service Management (ITSM). This course is an introduction to ITIL® 4. It teaches participants a new approach to IT service management based on a Service Value System (SVS). ITIL® 4 helps upgrade IT service management knowledge by rethinking multiple ITSM practices in a broader context of customer experience, value streams, and digital transformation. A large part of the training consists of linking ITIL® to new ways of working, such as Lean, Agile and DevOps.

Duration: 2 days (including the exam).

Course outline

- ITIL® Logic, Agile, DevOps and Key Components
- General Principles and Four Dimensions
- Service Value Chain and Continuous Improvement
- Overview of General Management Practices
- Overview of Service Management Practices and Technology Management Practices
- Training-related exercises : Change Control Incident Management Problem Management Service Desk Service Level Management Service Request Management

Approach and methodology

An interactive approach consisting of readings, discussions and experience sharing preparing participants for the ITIL® 4 Foundation certification and providing them with practical knowledge that they can then apply in the workplace.

Recommendations

Knowledge of service management will be useful in order to fully understand the subject being taught.

Certifications

Certification : ITIL®4 - Foundatio

Copyright © 2026 AFI by Edgenda inc.

Exam : The objective of the exam is to assess whether participants have adequate knowledge of the ITIL® 4 service management framework. The ITIL® 4 Foundation certification is obtained following the successful completion of the exam.

- The exam consists of 40 multiple-choice questions. No documentation is permitted during the review.
- The pass mark is 65% (26 out of 40 correct answers).
- The exam lasts 60 minutes.
- Non-French speakers can request up to a total of 75 minutes (15 minutes more) to complete the exam.

Preparation for the exam :

- Knowledge tests and validation of prior learning at each stage.
- 1 x Quiz of 40 questions, with corrections (timed electronic format).
- 2 x Mock exams of 40 questions each, with corrections (timed electronic format + pdf).
- Real certification exam (1h), online, day and time to be individually chosen.

Validity of the Voucher : 1 year.

What we include in the 2-day package :

- Video presentations for each module
- Study guide in downloadable and printable PDF format
- Diagrams in downloadable and printable PDF format
- Cheat sheets
- Two interactive exam simulations and a quiz
- PeopleCert voucher for the ITIL® 4 Foundation online certification exam
- 1 month free subscription to MyAxelos • AXELOS eBook.

Accreditations

PMI: 14 Professional Development Units (PDUs)

Copyright © 2026 AFI by Edgenda inc.

Code for Recognition of Accreditation Units: 5054G226KA

Legal notices

The ITIL® accredited training on this page is provided by IT Chapter, ATO of AXELOS Limited. ITIL® is a registered trademark of AXELOS Limited. All rights reserved.

Copyright © 2026 AFI by Edgenda inc.