

## AXELOS ITIL® 4 Foundation - Virtual Classroom



### In a nutshell

This course is an entry-level IT service management qualification, providing an understanding of the key concepts and terminology behind ITIL®. These topics include the seven guiding principles of ITIL® 4, four dimensions of service management and more.

This course is available as part of a Personal Learning Account (PLA). PLA is an initiative from the Welsh Government which offers people the chance to access free, part-time courses with flexible and convenient learning that fits around their existing lifestyle (subject to eligibility).

### This course is for...

...anyone over 19, living in Wales, in employment and earning less than £32,371 a year.

...taking the next step in your career



# COURSE INFORMATION LEAFLET

...anyone can enrol and learn about the key ITIL® techniques, terminology and processes.

## Course content

The course includes:

How ITIL® builds upon and support Lean, Agile, DevOps, and other project and process management practices

The seven guiding principles of ITIL® 4

ITIL® service value system

The four dimensions of service management

The ITIL® practices; understanding the purpose and key terms of all 15, with an in-depth understand of seven

There will be an ITIL® 4 exam at the end of the course.

## Entry Requirements

There are no formal requirements, anyone can enrol and learn about the key ITIL® techniques, terminology and processes.

## Additional information

This course would benefit those new to the industry or who are currently working in the sector but require validation through a qualification to support that experience.

This course is delivered by virtual classroom. Virtual classrooms are equivalent to face-to-face classroom courses, but delivered in an online environment.

You will need to put aside 2 days to attend this course.

The course includes an exam which is invigilated online and you need to have access to an internet enabled device with a microphone and a webcam.

Apply online at [www.coleggwent.ac.uk](http://www.coleggwent.ac.uk)

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