



Leading Your Business Transformation

The background of the middle section is a light blue, semi-transparent image of a modern office interior. Silhouettes of several business professionals in business attire are visible, some standing and some in motion. Overlaid on the right side of this background are three white, stylized gear icons of varying sizes, arranged in a cluster. A dark blue horizontal band is positioned across the middle of the image, containing the course title.

ITIL® V4 Foundation Bridge

Course syllabus V1.0

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1. Introduction to the course syllabus

This document provides the detailed outline of the ITIL V4 Foundation Bridge course. You will be provided with:

- Pre-course material
- Course syllabus
- Presentation material
- Two sample exams

2. Course preparation

No preparation is necessary to undertake this training, but the candidate must possess the ITIL v3 (edition 2011) foundation certification.

3. Administrative and logistical activities

If you are scheduled to take the certification exam, you should have received a confirmation e-mail asking you to confirm registration data. If you have any questions or problems regarding the exam registration, please talk to your trainer.

4. Target group

The target group of the ITIL 4 Foundation certificate in IT Service Management is drawn from:

- 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.
- IT professionals who are working within an organization that has adopted and adapted ITIL who need to be informed and also contribute to an ongoing service improvement program.

This may include but is not limited to, IT professionals, business managers and business process owners. There is no pre-requisite for this course.

5. Course objectives

The ITIL 4 foundation Bridge course objectives are:

- To understand the holistic view of a Service Value System (SVS)
- To understand the seven Guiding Principles of ITIL 4
- To understand the four dimensions of Service Management
- To understand the 34 ITIL practices, with a focus on 15 of these
- To understand Key concepts from Lean IT, Agile, DevOps, and Organizational Change Management, and why these are important to deliver business value
- To successfully obtain the ITIL 4 foundation certificate

6. Delivery method

6.1 Educational alternatives

This course was designed so that it makes use of the following educational alternatives:

- **Deduction:** Using anecdotes and examples, the training presents use cases before the concepts have even been covered. The students deduct the learning from their own analysis. The topic and its concepts are presented afterwards to demonstrate how theory applies to what was deducted.
- **Questioning:** Asking questions forces participants to stop and think about different variables. It also enables the participants to put the newly acquired knowledge to the test. Quizzes have been incorporated as part of the training to make sure that the concepts are well understood by the participants.
- **Demonstrating:** Some use cases have been incorporated to the training AFTER the concepts. These serve to explain a cause and effect relationship using the newly acquired knowledge.

7. Exam

The ITIL 4 Foundation Certification Exam will be offered online. It is a 40-question multiple-choice exam and 26/40 is required at the minimum to succeed to the exam, or 65%. The duration of the exam is 60 minutes, 15 minutes can be added if your first language is not English.

8. Session plans

The following table provides individual session objectives for the different modules covered in the training.

Module	Subjects	Start	End	Total time in minutes
1	The holistic view of a Service Value System (SVS)	08h00	09h15	75
2	The seven Guiding Principles of ITIL 4	09h15	10h30	75
	Morning break	10h30	10h45	15
3	The four dimensions of Service Management	10h45	12h00	75
	Lunch	12h00	13h00	60
4	The 34 ITIL practices, with a focus on 15 of these	13h00	14h30	90
	Afternoon break	14h30	14h45	15
5	The key concepts from Lean IT, Agile, DevOps, and Organizational Change Management, and why these are important to deliver business value	14h45	16h00	75
	Total less lunch and breaks			6.5 hours
	Total			8 hours

Fifalde Consulting Inc. is a trusted independent advisor, helping organizations maximize efficiencies and increase value to their IT services. We specialize in the delivery of Information Technology Service Management (ITSM) and Information Security Management (ISM) consulting and training services, using best practices such as the Information Technology Infrastructure Library (ITIL®), TIPA®, TOGAF®, and standards such as ISO/IEC 20000, 27001, 38500 and others. Fifalde's team includes a network of the most accredited consultants and trainers in the IT industry.

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