

free itil 4 foundation training

Free ITIL 4 Foundation Training: Unlocking the Basics for IT Service Management Success

free itil 4 foundation training is a fantastic way to kickstart your journey into the world of IT service management without immediately investing money. For many professionals and organizations, understanding the principles of ITIL 4—the latest update to the Information Technology Infrastructure Library framework—is essential for improving service delivery, aligning IT with business goals, and driving continuous improvement. But before diving into paid courses or certification exams, exploring free resources can provide a solid foundation and clarify whether ITIL 4 aligns with your career aspirations.

In this article, we'll explore what free ITIL 4 foundation training entails, why it's valuable, and where to find reliable, high-quality materials that can help you master the fundamentals of ITIL 4. We'll also discuss tips on how to make the most of free online courses and prepare effectively for the ITIL 4 Foundation certification exam.

What Is ITIL 4 Foundation Training?

ITIL 4 Foundation training introduces learners to the core concepts, terminology, and practices of ITIL, which is a globally recognized framework designed to enhance IT service management (ITSM). The "Foundation" level is the entry point, providing a broad overview of ITIL's guiding principles, service value system (SVS), the four dimensions of service management, and key management practices.

Unlike more advanced ITIL certifications, the Foundation course does not require any prior knowledge or experience. It's perfect for newcomers, IT professionals looking to formalize their understanding, or anyone involved in delivering or supporting IT services. The training equips learners with the vocabulary and framework to communicate effectively about ITSM and lays the groundwork for further specialization.

Why Consider Free ITIL 4 Foundation Training?

The ITIL certification path can be an investment, with courses and exams costing hundreds or even thousands of dollars. For individuals or businesses on a budget, free ITIL 4 Foundation training offers several advantages:

- **Risk-Free Exploration:** You can familiarize yourself with ITIL concepts without financial commitment.
- **Self-Paced Learning:** Many free resources allow you to study at your own pace, fitting your schedule.
- **Foundation for Certification:** Free training often covers the syllabus sufficiently to prepare you for the official certification exam.
- **Skill Building:** Even without certification, the knowledge gained can enhance your ability to contribute to ITSM initiatives or projects.

Moreover, free training can be an excellent way to decide if ITIL aligns with

your professional goals before investing in paid courses or certifications.

Key Components of Free ITIL 4 Foundation Training

When exploring free ITIL 4 Foundation training, it's helpful to know what core topics should be covered. A comprehensive free course or material typically includes:

1. Introduction to ITIL 4 Framework

Understanding the evolution of ITIL, its purpose, and how it adapts to modern IT environments is fundamental. This section introduces the history of ITIL and why ITIL 4 represents a significant shift towards more agile, flexible service management.

2. The ITIL Service Value System (SVS)

The SVS is central to ITIL 4, illustrating how all the components and activities of an organization work together to facilitate value creation through IT-enabled services. Free training usually explains the SVS's five elements: guiding principles, governance, service value chain, practices, and continual improvement.

3. The Four Dimensions Model

ITIL 4 emphasizes a balanced approach to service management by focusing on four dimensions: organizations and people, information and technology, partners and suppliers, and value streams and processes. Effective training highlights how these dimensions interact to support service management.

4. ITIL Guiding Principles

The seven guiding principles provide universal recommendations that inform decision-making and actions across the organization. Free courses often detail principles like "focus on value," "start where you are," and "progress iteratively with feedback."

5. Key ITIL Practices

ITIL 4 introduces 34 management practices, but the Foundation level typically concentrates on 15 essential ones, such as incident management, change control, service desk, problem management, and continual improvement. Understanding these practices enables learners to see how ITIL is applied in real-world scenarios.

Where to Find Quality Free ITIL 4 Foundation Training

The rise of online learning platforms means that access to free ITIL 4 Foundation training is easier than ever before. While some resources are better than others, here are some trustworthy options worth exploring:

1. Official Axelos Resources

Axelos, the owner of ITIL, offers valuable introductory materials and sample exams which can serve as a baseline for your studies. Though full courses aren't free, their website includes useful guides and overviews to start with.

2. Online Learning Platforms

Websites like Coursera, Udemy, and LinkedIn Learning occasionally offer free or trial versions of ITIL 4 Foundation courses. While these might have limitations or require payment for certification, their free content often covers the foundational topics.

3. YouTube and Video Tutorials

Many ITSM professionals and training organizations upload free video series covering ITIL 4 concepts. Videos can be highly engaging and provide visual explanations of complex topics. Channels dedicated to ITIL training often break down the syllabus into digestible lessons.

4. Open Courseware and PDFs

Several websites provide free downloadable PDFs, ebooks, and self-assessment quizzes related to ITIL 4 Foundation. These are ideal for learners who prefer reading or want to test their knowledge after video or interactive sessions.

5. Community Forums and Study Groups

Participating in online forums like Reddit's r/ITIL or specialized LinkedIn groups can connect you with peers who share free study materials, tips, and advice. These communities often discuss exam strategies and share experiences that deepen understanding.

Tips for Maximizing Your Free ITIL 4 Foundation

Training Experience

Learning ITIL 4 through free training resources requires some strategy to ensure you get the most value:

- **Set Clear Goals:** Define whether you're learning for certification, professional development, or practical application. This focus helps guide your study efforts.
- **Create a Study Schedule:** Without the structure of paid courses, discipline is key. Dedicate regular time slots to review materials and practice questions.
- **Combine Multiple Resources:** Use videos, PDFs, quizzes, and discussion forums together to reinforce learning from different angles.
- **Practice with Sample Exams:** Many free courses or websites offer mock exams. These are invaluable to familiarize yourself with the exam format and identify weak areas.
- **Apply Concepts Practically:** Try to relate the ITIL principles and practices to your current job or hypothetical scenarios. This contextual understanding enhances retention.

How Free ITIL 4 Foundation Training Fits into Your Career Path

ITIL remains one of the most respected frameworks in the IT service management world. Starting with free ITIL 4 Foundation training can open doors to various career opportunities, including roles like IT service manager, change manager, incident manager, or process owner.

Even if you decide not to pursue certification immediately, the knowledge gained helps you:

- Improve communication with IT and business stakeholders using a common language.
- Participate more effectively in IT projects and service improvement initiatives.
- Understand how modern IT organizations deliver value through services.
- Prepare yourself for advanced ITIL certifications or related ITSM frameworks such as DevOps or Agile.

For organizations, encouraging team members to engage with free ITIL 4 Foundation training can boost overall service maturity without upfront training expenses.

Exploring free ITIL 4 foundation training is a smart first step for anyone interested in IT service management. With numerous accessible resources, practical tips, and community support, you can build a strong grasp of ITIL 4

concepts and decide how far you want to take your certification journey. Whether you're a seasoned IT professional or new to the field, these free training options provide a valuable gateway into the world of effective, value-driven service management.

Frequently Asked Questions

What is ITIL 4 Foundation training?

ITIL 4 Foundation training provides an introduction to the ITIL framework, focusing on IT service management best practices and the key concepts of ITIL 4.

Are there free ITIL 4 Foundation training courses available online?

Yes, several platforms offer free ITIL 4 Foundation training courses, including introductory videos, study guides, and practice exams to help learners prepare for the certification.

Where can I find free ITIL 4 Foundation training materials?

Free ITIL 4 Foundation training materials can be found on websites like YouTube, Coursera, Alison, and some dedicated ITSM blogs and forums.

Is free ITIL 4 Foundation training sufficient to pass the certification exam?

Free training resources can provide a solid foundation, but combining them with official study guides and practice exams is recommended to increase the likelihood of passing the ITIL 4 Foundation certification exam.

What are the benefits of taking free ITIL 4 Foundation training?

Free ITIL 4 Foundation training helps learners understand IT service management principles without financial investment, enabling them to decide if they want to pursue full certification.

How long does free ITIL 4 Foundation training typically take?

Free ITIL 4 Foundation training courses typically take between 8 to 16 hours, depending on the depth of the material and the learner's pace.

Can I get an official ITIL 4 Foundation certificate through free training?

No, while free training helps prepare for the exam, the official ITIL 4 Foundation certificate must be obtained by passing a paid certification exam.

through an accredited provider.

Are there any reputable providers offering free ITIL 4 Foundation training?

Yes, some reputable providers like Simplilearn, Edureka, and LinkedIn Learning occasionally offer free introductory courses or trial periods for ITIL 4 Foundation training.

What topics are covered in free ITIL 4 Foundation training?

Typical topics include the ITIL service value system, the four dimensions of service management, key ITIL practices, guiding principles, and the service lifecycle.

How can I maximize learning from free ITIL 4 Foundation training?

To maximize learning, combine free courses with official ITIL publications, participate in discussion forums, take practice exams, and allocate regular study time to reinforce concepts.

Additional Resources

Free ITIL 4 Foundation Training: A Comprehensive Review and Analysis

free itil 4 foundation training has become an increasingly sought-after resource for IT professionals and organizations aiming to enhance their service management capabilities without incurring hefty costs. As ITIL 4 remains the leading framework for IT service management (ITSM), understanding its foundational principles is essential. However, the expense of official training and certification can be a barrier for many individuals, prompting a closer look at freely available training options, their quality, and their effectiveness in preparing candidates for the ITIL 4 Foundation exam.

Understanding ITIL 4 Foundation and Its Importance

ITIL 4 Foundation establishes the baseline knowledge required to understand the ITIL framework's core concepts, including the service value system (SVS), guiding principles, and key practices. It reflects the evolution from previous ITIL versions by integrating modern practices such as Agile, DevOps, and Lean. For professionals in IT service management, this certification is often a prerequisite for career advancement and organizational improvement initiatives.

Given the growing demand for ITIL 4 certification, the market has seen a proliferation of training providers offering courses at varying price points. In this context, free ITIL 4 Foundation training options attract attention as potential alternatives for self-motivated learners or those with limited budgets.

Evaluating the Quality of Free ITIL 4 Foundation Training

The quality of free ITIL 4 Foundation training varies widely. Some resources are created by reputable organizations or experienced trainers, while others may be outdated or incomplete. Key factors to evaluate include:

Content Accuracy and Currency

ITIL 4 is a relatively recent update, and training materials must reflect its latest structure and terminology. Free courses should cover the SVS, the four dimensions model, guiding principles, and essential practices aligned with the official Axelos syllabus. Materials that rely on older ITIL v3 content or miss critical updates risk misleading learners.

Learning Format and Engagement

Effective ITIL training involves not only theoretical explanations but also practical examples, quizzes, and interactive elements. Free online courses vary from simple PDFs and slide decks to video lectures and community forums. Platforms that incorporate multimedia and active learning tend to improve retention and exam readiness.

Certification Readiness

While many free resources offer comprehensive overviews, the ultimate test is whether they prepare candidates to pass the official ITIL 4 Foundation exam. This exam consists of 40 multiple-choice questions with a 65% passing score. Free training that includes mock tests and exam strategies can significantly boost confidence and outcomes.

Popular Sources for Free ITIL 4 Foundation Training

Several well-known platforms and providers offer no-cost ITIL 4 Foundation training, each with distinct advantages and drawbacks.

Online Learning Platforms

Websites such as Coursera, Udemy, and Alison occasionally offer free ITIL 4 introductory courses or trial periods. These courses often feature video lectures and downloadable materials. However, unrestricted access or certification may require payment. For example, Udemy's free courses might be limited in depth, and Alison's free courses may charge for certification.

YouTube and Open Educational Content

YouTube hosts numerous ITIL 4 Foundation tutorials from independent trainers and organizations. These videos are accessible at any time, providing flexibility. However, the quality and thoroughness vary, and learners must be cautious about outdated content or incomplete coverage.

Vendor and Community Resources

Some ITSM vendors and community groups publish free guides, whitepapers, and webinars related to ITIL 4. These materials often focus on practical applications and may complement formal study. For example, Axelos, the managing organization for ITIL, offers sample papers and some introductory information, but their official training requires payment.

Pros and Cons of Relying on Free ITIL 4 Foundation Training

When considering free ITIL 4 Foundation training, it is important to weigh both benefits and limitations.

- **Pros:**

- *Cost-effective:* Eliminates financial barriers for individuals and small organizations.
- *Accessibility:* Available anytime and often self-paced, fitting varied schedules.
- *Introductory value:* Offers a good overview for those exploring ITIL before committing to paid courses.
- *Supplementary use:* Can complement paid training or serve as refresher material.

- **Cons:**

- *Variable quality:* Risk of incomplete or outdated information.
- *Lack of formal support:* Limited access to instructors or mentors for clarifying doubts.
- *Certification cost:* While training is free, the official exam fee remains.
- *Potential gaps:* May not cover exam-taking strategies or in-depth case studies.

Integrating Free Training into a Broader Certification Strategy

For individuals aiming to achieve ITIL 4 Foundation certification, free training can be a valuable starting point. It allows learners to familiarize themselves with core concepts and gauge their readiness before investing in a formal course. Combining free resources with paid practice exams or guided bootcamps often yields better results.

Organizations considering internal ITIL training programs might also leverage free materials to reduce costs while encouraging self-study. However, supplementing these with workshops or expert-led sessions ensures consistency and depth.

Key Tips for Maximizing Free ITIL 4 Foundation Training

1. **Verify content currency:** Ensure materials are aligned with the latest ITIL 4 syllabus.
2. **Use multiple sources:** Cross-reference free courses with official Axelos documentation and community forums.
3. **Practice exams:** Incorporate mock tests to assess knowledge and identify weak areas.
4. **Engage with communities:** Join ITSM groups or discussion boards for peer support and insights.
5. **Plan for certification costs:** Budget for the official exam fee, as it is seldom waived.

Conclusion

The availability of free ITIL 4 Foundation training presents a compelling opportunity for learners to access foundational knowledge without immediate financial commitment. While these resources vary in quality and depth, they serve as effective entry points into IT service management principles. Careful selection, combined with disciplined study and supplementary materials, can enable candidates to prepare efficiently for the ITIL 4 Foundation exam. As the demand for ITIL-certified professionals grows, leveraging free training represents a strategic step toward career development and organizational excellence in ITSM.

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free itil 4 foundation training: Ultimate ITIL® 4 Foundation Certification Guide

Sankarsan Biswas, 2024-08-22 TAGLINE Turbo Charge Your IT career with ITSM Knowledge KEY FEATURES ● In-depth exploration of ITIL4, from foundational concepts to advanced practices, ensuring a holistic understanding of IT Service Management (ITSM). ● Actionable advice and strategies for implementing ITIL4, including a roadmap for certification and real-world solutions for organizational challenges. ● Emphasis on leveraging ITIL4 for driving innovation and digital transformation, preparing readers for future ITSM demands. DESCRIPTION The book offers a detailed exploration of the ITIL framework, covering all its aspects, from the basic principles to advanced concepts. This thorough coverage is essential for a deep understanding of ITIL and its application in IT service management. The book is designed to be user-friendly, with clear language, helpful diagrams, and a layout that facilitates easy understanding and retention of information. This book provides a structured approach to preparing for ITIL certification exams, including study tips, practice questions, and summaries, which are tailored to aid in both certification preparation and practical implementation. It includes insights and tips from seasoned ITIL practitioners, providing readers with valuable perspectives from experts in the field. Given the evolving nature of ITIL, the book is updated with the latest practices, ensuring that readers are learning the most current practices in IT service management. The book emphasizes the practical application of ITIL, helping readers understand how to effectively implement ITIL practices in their daily work and organizational context. The book is a comprehensive, practical, and up-to-date resource for anyone looking to deepen their knowledge of ITIL, prepare for certification, and successfully implement ITIL practices in their professional roles. WHAT WILL YOU LEARN ● Gain a deep understanding of ITIL4 principles and best practices, enabling you to effectively manage and improve IT services. ● Learn strategies to enhance the quality, efficiency, and reliability of your organization's IT services, leading to increased customer satisfaction and operational excellence. ● Acquire practical skills to plan, execute, and sustain ITIL4 implementations, ensuring smooth transitions and long-term success. ● Prepare thoroughly for ITIL certification exams with comprehensive guidance, tips, and strategies, boosting your credentials and career prospects. ● Understand how to leverage ITIL4 to innovate and transform IT operations, positioning your organization at the forefront of the digital era. ● Develop the ability to combine people, processes, and technology seamlessly for a comprehensive approach to IT Service Management (ITSM). WHO IS THIS BOOK FOR? This book is tailored for IT professionals and leaders at all levels aiming to enhance their IT Service Management skills, including IT managers, service delivery managers, ITIL practitioners, project managers, operations managers, service desk managers, governance officers, digital transformation leaders, and those preparing for ITIL certification. TABLE OF CONTENTS 1. Getting Started with ITIL and ITSM 2. Navigating the ITIL4 Landscape-1 3. Navigating the ITIL4 Landscape-2 4. A Holistic Approach to IT Service Management 5. General Management Practices - I 6. General Management Practices - II 7. General Management Practices - III 8. General Management Practices - IV 9. Technical Management Practices 10. Service Management Practices - I 11. Service Management Practices - II 12. Service Management Practices-III 13. Service Management Practices - IV 14. Service Management Practices - V 15. Roadmap for ITIL Certification 16. Digital Transformations With ITIL4 17. Implementing ITIL4 in Organizations Index

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Foundation CERTIFICATION GUIDE INCLUDES:20+ High Quality self-paced online videos6 Realistic full-lenght practice tests170+ Pages200+ Realistic Questions including chapter quizExamination call-outs Get certified on your first attemptTo get access to the companion content;

kindly reach out to info@icertifytraining.com based on instructions provided on the book. ITIL® provides a framework of best-practice guidance for IT service management, and since its creation, ITIL has grown to become the most widely accepted approach to IT service management in the world. This pocket guide has been designed as an introductory overview for anyone who has an interest in or a need to understand more about the objectives, content and coverage of ITIL. This guide describes the key principles of IT service management and provides a high-level overview of each of the core publications and associated lifecycle phases within ITIL: ■ ITIL Service Strategy ■ ITIL Service Design ■ ITIL Service Transition ■ ITIL Service Operation ■ ITIL Continual Service Improvement. An overview of the qualifications scheme is also included. The guidance in the ITIL publications is applicable generically and is of benefit to all IT organizations irrespective of their size or the technology in use. It is neither bureaucratic nor unwieldy if utilized sensibly and in full recognition of the business needs of the organization.

free itil 4 foundation training: Become ITIL Foundation Certified in 7 Days Abhinav Krishna Kaiser, 2016-12-30 Pass the ITIL Foundation examination by learning the basics of ITIL and working through real-life examples. This book breaks the course down for studying in 7 days with 3 hours a day, which means at the end of a week you are ready to pass the exam. You'll also see tips and an array of sample questions, as well as FAQs on ITIL. All this will prepare you for the examination and give you the knowledge required to pass with flying colors. After using *Become ITIL Foundation Certified in 7 Days* and earning the ITIL Foundation certification, you'll be well placed to get the career you always wanted. What You Will Learn Gain ITIL basics - the entire syllabus designed of the ITIL Foundation certification Obtain a deep-rooted understanding of ITIL topics and not textbook knowledge Prepare for the ITIL Foundation examination Sort out career-related queries and decide whether ITIL will aid your career Who This Book Is For IT professionals from the IT services industry are the primary audience.

free itil 4 foundation training: ITIL Certification Guide: Your Comprehensive Handbook for Foundation, Managing Professional, and Advanced Practices Anand Vemula, This guide provides a thorough introduction to the ITIL framework, covering essential concepts, terminology, and practices for both the ITIL 4 Foundation and Managing Professional certifications. It also delves into advanced practices that enhance service management capabilities, making it an invaluable resource for individuals looking to understand IT service management principles and advance their careers. Advanced Practices Overview: This section covers key practices such as Change Enablement, Incident Management, Problem Management, and Service Level Management. It provides insights into their roles in enhancing service quality and operational efficiency.

free itil 4 foundation training: ITIL4 Foundation Complete Certification Kit Scott Tunn, 2019-04-19 Unlimited access to our online ITIL course when purchasing this book. Free unlimited single student* access to the BEST capability assessment tool on the web (Champions). Our certification book covers ITIL which is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification. ITIL 4 has evolved from the current version by re-shaping much of the established ITSM practices in the wider context of customer experience; value streams and digital transformation; as well as embracing new ways of working, such as: Lean Agile DevOps ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. Our ITIL® 4 Foundation Certification Kit is the most complete guide for anyone involved in IT Service Management and who are aiming to take the ITIL® 4 Foundation exam. All of our content is up to date to the 2019 syllabus. We offer you this very easy to read book which works with our online course perfectly. When learning via the elearning, we offer examples, instructions, and cautionary advice. Our ITIL® 4 Foundation Complete Certification Kit lays out simple easy to understand concepts, so you can easily pass your exam. As the industry standard in terms of Process, Service and Lifecycle Management for IT, the ITIL® 4 Foundation exam is the most popular entry-level certification, particularly for individuals switching from another career to IT. Our certification kit prepares you for the exam by offering valuable information on the ITIL® 4 framework, ITIL® 4

certification and IT Service Management as a practice. This certification kit contains both the study guide and access to our outstanding online program that provides you with everything need to prepare for the ITIL® 4 Foundation certification exam, including access to: The Champions System Downloads in PDF format A PDF version of the book** Additional exercises mock exams All complimentary files are available via the e Learning portal once you log in. Exercises help you to understand the concepts and describe what you've learned in the context of service solutions. These include thought provoking questions to challenge your thinking and understanding. Section reviews for each chapter to help you zero in on what you need to know and includes practice exam questions. You will also gain access to the owner of the company, a certified Expert and author of books and whitepapers who has trained thousands of students globally. *Unlimited access to quizzes using our innovative quiz software Champions as well as feedback via the online forum(*excludes organisation capability assessments free of charge) ** PDF version of the book will be stamped with your name and email address. Requests for copies can be made via the website.

free itil 4 foundation training: *ITIL Foundation Essentials ITIL 4 Edition - The ultimate revision guide, second edition* Claire Agutter, 2020-04-14 ITIL® Foundation Essentials ITIL 4 Edition is the ultimate revision guide for candidates preparing for the ITIL 4 Foundation exam. It is fully aligned with the Foundation course syllabus and gives a clear and concise overview of the facts. This second edition has been updated to align with amendments to the ITIL® 4 Foundation syllabus.

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free itil 4 foundation training: ITIL® Intermediate Release, Control and Validation Courseware Pelle Rastock, 2017-03-24 ITIL® Intermediate Release, Control and Validation - 4 days The four courses in Service Capability is aimed at students who need deep knowledge of the processes and the roles of ITIL. Service Lifecycle covered in the course but the primary focus is on processes, functions, roles and activities of its application and use by lifecycle. The courses within the Service Capability is role-based modules, each with a separate certification. Each course includes a grouping of processes and roles within ITIL is intended to give participants a specific knowledge of the practice and application related to the daily work. You'll learn You get a deeper understanding of the part of the ITIL framework which deals with testing, validation and deployment of services. The course is aimed primarily at people working actively to plan and execute changes in IT services. You get a deeper understanding of the interaction between the requirements definition, testing and deployment as well as the importance of having a well functioning configuration

management. Target group The target group of the ITIL Expert Qualification: Release, Control and Validation is:

- Individuals who have attained the ITIL Foundation certificate in Service Management and who wish to advance to higher level ITIL certifications.
- Individuals who require a deep understanding of ITIL Certificate in Release, Control and Validation processes and how it may be used to enhance the quality of IT service support within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement programme
- Operational staff involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfilment, Service Evaluation and Knowledge Management, who wish to enhance their role-based capabilities. This may include but is not limited to, IT professionals, business managers and business process owners.

Exam The examination is closed book and made up of multiple choice questions based on a scenario. Students will be allowed 120 minutes to answer the questions. You need at least 70% (28/40 points) to pass. Prerequisites Candidates wishing to pass the exam for this qualification must already hold the ITIL Foundation Certificate. ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. This product is only for courseware partners, affiliates or designated students.

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free itil 4 foundation training: Become ITIL® 4 Foundation Certified in 7 Days Abhinav Krishna Kaiser, 2020-11-26 Use this guide book in its fully updated second edition to study for the ITIL 4 Foundation certification exam. Know the latest ITIL framework and DevOps concepts. The book will take you through the new ITIL framework and nuances of the DevOps methodology. The book follows the topics included in the foundation certification exam syllabus and includes new sections on ITIL's guiding principles, service value chain, and the four dimensions of service management. Also included are the concepts, processes, and philosophies used in DevOps programs and projects. ITIL and DevOps concepts are explained with relevant examples. By the time you finish this book, you will have a complete understanding of ITIL 4 and will be ready to take the ITIL 4 Foundation certification exam. You will know the DevOps methodology and how ITIL reinforces the philosophy of shared responsibility and collaboration. Over the course of a week, even while working your day job, you will be prepared to take the exam. What You Will Learn Know the basics of ITIL as you prepare for the ITIL Foundation certification exam Understand ITIL through examples Be aware of ITIL's relevance to DevOps and DevOps concepts Who This Book Is For Professionals from the IT services industry

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Quality self-paced online videos (worth \$200)- 6 Realistic full-length practice tests (worth \$200)- 170+ Pages- 200+ Realistic Questions including chapter quiz- Examination call-outs -Highly discounted certification voucher Follow instructions in the Digital Content section to access the companion content worth \$400 for FREE!! Don't waste your time and \$\$ elsewhere; purchase this all-access course to get ITIL® certified guaranteed !! ITIL® provides a framework of best-practice guidance for IT service management, and since its creation, ITIL has grown to become the most widely accepted approach to IT service management in the world. This pocket guide has been designed as an introductory overview for anyone who has an interest in or a need to understand more about the objectives, content and coverage of ITIL. This guide describes the key principles of IT service management and provides a high-level overview of each of the core publications and associated lifecycle phases within ITIL: ■ ITIL Service Strategy ■ ITIL Service Design ■ ITIL Service Transition ■ ITIL Service Operation ■ ITIL Continual Service Improvement. ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services. ITIL Foundation is the first ITIL 4 publication and the latest evolution of the most widely-adopted guidance for ITSM. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice.

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