# Circa Information

## Education. Affordable and everywhere.

## ITIL® 4 Foundation for Certification

This course prepares participants to successfully complete the official ITIL® 4 Foundation certification exam.

The global certification course and exam tests students on their ability to understand key service management concepts including the ITIL® 4 guiding principles, value system, value chain, and ITIL® 4 practices.

Jan 2021: Online only at this time.

Courses are offered online and in person and are always led by a certified instructor. In person classes run on three consecutive days while virtual classes can accommodate more variable times and days.

| Three day classroom agenda | | |
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| (other schedules available) | | |
| **Day 1** | **Day 2** | **Day 3** |
| ITIL®4 Basics | ITIL®4 Value System | Wrap up |
| Guiding Principles | ITIL®4 Practices | Exam Prep |
| The Four Dimensions | | Exam |

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| **Audience** | • Key decision makers<br>• IT managers<br>• IT staff delivering services which do or will use ITIL methodologies |
| **Benefits** | • Provides an understanding of globally applicable IT Service Management concepts for the organization<br><br>• Provides a globally recognized IT Service Management certification for the individual |
| **Details** | • 24 hours<br>• Maximum of 20 attendees<br>• Includes electronic copies of all materials<br>• Includes an exam voucher, either online or paper based |

## ITIL® 4 Awareness ...

### ... answers the questions "what is ITIL®" and "why is ITIL® worth investigating"?

This course uses engaging discussions and team exercises to communicate the core concepts of the ITIL® 4 materials including improving performance, managing risks, optimizing customer experiences, and driving seamless transformations.

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| **Audience** | • Decision makers responsible for improving performance<br>• IT staff delivering services<br>• IT stakeholders who interact with IT services and staff<br>• Teams which need to work better together<br>• Groups who will be impacted by improvement projects |
| **Benefits** | • Provides a common understanding of ITIL 4 concepts<br>• Begins to establish a common service management vocabulary<br>• Provides a basis to build on improvements<br>• Builds rapport across teams |
| **Details** | • 4 hours<br>• Maximum of 20 attendees<br>• Includes electronic copies of all materials<br>• Includes WHAT DO YOU GET FROM ITIL and MEET ITIL, THE BUSINESS BOOSTER videos |

## ITIL® 4 Focused Awareness ...

### ... answers the question "how might ITIL help us"?

This four hour course is a follow on to the ITIL 4 Awareness course.  Expanding on the core ITIL 4 information the class will translate from the generic to the specific, learning how to apply key concepts in their own environment.

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| **Audience** | • Key IT decision makers<br>• IT managers<br>• IT staff delivering services which do or will use ITIL methodologies<br>• IT stakeholders who interact with IT services and staff extensively<br>• Teams which need to work better together |
| **Benefits** | • Participants learn to apply ITIL 4 concepts to local issues<br>• Builds on the common service management vocabulary<br>• Helps to identify specific improvements<br>• Continues to support rapport across teams |
| **Details** | • 4 hours<br>• Maximum of 20 attendees<br>• Includes electronic copies of all materials<br>• Includes ITIL FACT VS. ITIL FICTION video |