Get live, expert instruction from anywhere.

ITIL V4 Foundations Boot Camp

Infosec's ITIL V4 Foundations Boot Camp is a three-day, intensive program designed to provide a no-nonsense introduction to ITIL and ITIL certification by professionals who have actual experience in implementing best practices.

Course description

IT organizations are faced with a rapidly evolving environment coupled with a more headcount-constrained staff, where standardization on optimal systems and procedures is a critical success factor. The Information Technology Infrastructure Library (ITIL) is a set of best practices that may be used to deliver high-quality IT services. ITIL's body of knowledge represents the consensus derived from over a decade of work and experience by thousands of IT professionals worldwide, earning its status as the de facto world standard for IT best practices.

Who should attend

ITIL V4 Foundations is an introductory-level course intended for IT professionals responsible for developing, supporting and operating application-based IT services (e.g., messaging) and infrastructure-based IT services (e.g., network services).

Boot camp at a glance

🎓 Get certified

- ✓ Information Technology Infrastructure Library (ITIL) Foundations

🖥 Delivery methods

- ✓ Online
- ✓ In person
- ✓ Team onsite

⏱ Training duration

- ✓ Immediate access to Infosec Skills
- ✓ 3-day boot camp
- ✓ 90-day extended access to all boot camp materials

The hands-on cybersecurity training platform that moves as fast as you do

Infosec Skills boot camps are engineered to match the way today's cybersecurity professionals prefer to learn. In addition to days of live training from an experienced pro, you'll get unlimited access to 100s of additional hands-on cybersecurity courses and cyber ranges to help you advance your skills before, during and after your boot camp. Your Infosec Skills access extends 90 days past your boot camp, so you can take additional time to prepare for your exam, or get a head start on your next certification goal.

Start training immediately

Prepare for your boot camp with immediate access to the Infosec Skills on-demand training library.

Learn by doing in the cyber range

Put what you've learned into practice with 100s of browser-based labs and hands-on projects.

Get unlimited custom practice exams

Uncover knowledge gaps with unlimited practice exams attempts and skill assessments.

700+ IT and security courses

Earn CPEs and build new skills with 100s of additional training courses.

What's included

- » Three days of expert, live ITIL v4 Foundations training
- » Exam Pass Guarantee
- » Exam voucher
- » Unlimited practice exam attempts
- » 100% Satisfaction Guarantee
- » Free 90-day Infosec Skills subscription (access to 1,400+ additional courses and labs)
- » 90-day extended access to all boot camp video replays and materials
- » Knowledge Transfer Guarantee

Prerequisites

A baseline of IT skills is recommended, whether technical, managerial or administrative.

What you'll learn

Upon completing our ITIL V4 Foundations Boot Camp you will gain valuable knowledge and skills including the ability to:

» Identify the various ITIL processes that can be implemented in an organization
» Identify the benefits of implementing each ITIL process in an organization
» Identify the basic concepts, activities and roles related to each ITIL process
» Identify the relationship of each ITIL process with other processes
» Identify the factors that affect the effectiveness of each ITIL process

Certification details

The ITIL Foundations Boot Camp includes the exam leading to the ITIL Foundation Certificate (the Foundation Certificate in IT Service Management), a 40-question multiple-choice exam. You must answer 26 questions correctly to pass.

Learn from experts

We don't just have great instructors, our instructors have years of industry experience and are recognized as experts. Over the past 15 years, we've helped tens of thousands of students get certified and advance their careers.

Industry-leading exam pass rates

Infosec's courseware materials are always up to date and synchronized with the latest exam objectives. Our industry-leading curriculum and expert instructors have led to the highest pass rates in the industry. More than 93% of Infosec students pass their certification exams on their first attempt.

Skill up and get certified, guaranteed

Exam Pass Guarantee

If you don't pass your exam on the first attempt, get a second attempt for free. Includes the ability to re-sit the course for free for up to one year.

100% Satisfaction Guarantee

If you're not 100% satisfied with your training at the end of the first day, you may withdraw and enroll in a different online or in-person course.

Knowledge Transfer Guarantee

If an employee leaves within three months of obtaining certification, Infosec will train a different employee for free for up to one year.

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What our students are saying

I really appreciate that our instructor was extremely knowledgeable and was able to provide the information in a way that it could be understood. He also provided valuable test-taking strategies that I know not only helped me with this exam, but will help in all exams I take in the future.

Michelle Jemmott
Pentagon

Excellent! Our instructor had a vast background and related the materials to real life. Much better than just teaching the materials to pass an exam … but he did that as well. He went out of his way in class. The extra materials really benefited us when we returned to our real jobs! Great experience!

John Peck
EPA

Very impressed with Infosec. My instructor did a great job delivering the information strategically and in a way for all to understand. I would definitely take another class/certification prep course.

Sylvia Swinson
Texeltek

The instructor was able to take material that prior to the class had made no sense, and explained it in real world scenarios that were able to be understood.

Erik Heiss
United States Air Force

The course was extremely helpful and provided exactly what we needed to know in order to successfully navigate the exam. Without this I am not confident I would have passed.

Robert Caldwell
Salient Federal Solutions

ITIL V4 Foundations Boot Camp details

Our instructors give you 100% of their time and dedication to ensure that your time is well spent. You receive an immersive experience with no distractions! The typical daily schedule is:

	Day 1	Day 2	Day 3
Morning session	ITIL 4 Overview The ITIL Framework	The ITIL Service Value System Key ITIL Practices	Exam review
Afternoon session	The ITIL Guiding Principles	Other ITIL Practices	Exam
Evening session	Optional group & individual study	Optional group & individual study	

Schedule may vary from class to class

Before your boot camp

Start learning now. You'll get immediate access to all the content in Infosec Skills the moment you enroll. Prepare for your live boot camp, uncover your knowledge gaps and maximize your training experience.

During your boot camp

Day 1

Lesson 1: ITIL 4 Overview

» Topic A: Introduction to ITIL
» Topic B: Key Concepts of ITIL

Lesson 2: The ITIL Framework

» Topic A: The Four Dimensions of Service Management
» Topic B: The ITIL Service Value System

Lesson 3: The ITIL Guiding Principles

» Topic A: Focus on Value
» Topic B: Start Where You Are
» Topic C: Progress Iteratively with Feedback
» Topic D: Collaborate and Promote Visibility
» Topic E: Think and Work Holistically

» Topic F: Keep It Simple and Practical
» Topic G: Optimize and Automate

Day 2

Lesson 4: The ITIL Service Value System

» Topic A: Governance
» Topic B: The Service Value Chain
» Topic C: Continual Improvement

Lesson 5: Key ITIL Practices

» Topic A: Continual Improvement
» Topic B: Service Level Management
» Topic C: Change Control
» Topic D: Incident Management
» Topic E: Service Request Management
» Topic F: Service Desk
» Topic G: Problem Management

Lesson 6: Other ITIL Practices

» Topic A: General Management Practices
» Topic B: Service Management Practices
» Topic C: Technical Management Practices

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Day 3

» Exam Prep

» Final Review

After your boot camp

Your Infosec Skills access extends 90 days past your boot camp, so you can take additional time to prepare for your exam, get a head start on your next certification goal or start earning CPEs.

About Infosec

Infosec's mission is to put people at the center of cybersecurity. We help IT and security professionals advance their careers with skills development and certifications while empowering all employees with security awareness and phishing training to stay cyber-safe at work and home. Learn more at infosecinstitute.com.

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