

ITIL / AXELOS

ITIL 4 Foundation Preparation Training

Delivered from Hacky Security's own curriculum, by instructors who also work our security operations centre. Classroom, online live, or at your office.

BEGINNER

At a glance

COURSE	ITIL 4 Foundation	WHAT IS INCLUDED ✓ Instructor-led delivery by practitioners who also work our SOC ✓ Hands-on lab access for the duration of the course ✓ Course materials and lab guides ✓ Hacky Security certificate of completion ✓ Post-course support by email
TRACK	ITIL / AXELOS	
DOMAIN	DevOps & Delivery	
LEVEL	Beginner	
DURATION	On request	
DELIVERY	Classroom · Online live · On-site at your office	
LANGUAGE	English	
CLASS SIZE	Small cohorts — everyone gets lab time	

Who this is for

This is a beginner course. It suits people already working in or moving into DevOps & Delivery who want structured, hands-on preparation rather than a video library. If you are unsure whether the level fits your team, send us the job titles and we will tell you honestly — including if a different course would serve you better.

Course outline

About this course map

Seven syllabus areas, mapped one-for-one to the official ITIL 4 Foundation candidate syllabus and taught in the same order, so nothing the exam draws on is left uncovered. Each area below maps to one of the exam's seven learning outcomes, and we give it teaching time roughly in proportion to its weight on the paper.

ITIL is owned by PeopleCert, which acquired the framework from Axelos, and the current Foundation syllabus is version 4.2.0 from March 2025. PeopleCert has begun a phased release of ITIL Version 5, and a Foundation Bridge exists for people who already hold ITIL 4 and want to catch up. ITIL 4 Foundation remains available, valid and widely required, and existing ITIL 4 certifications keep their value as the framework evolves — so this course teaches the current ITIL 4 Foundation syllabus as it stands.

Foundation is a recall-and-understand certification: the exam tests whether you know the concepts and can explain them, not whether you can apply them in a live scenario. The teaching matches that — clear definitions, worked examples and the relationships between the pieces, rather than the case-work of the higher-level ITIL modules.

Area 01 — Key concepts of service management

The vocabulary the whole framework is built on, and the exam checks that you have it exactly. Around 12.5% of the exam.

- The definitions of service, utility and warranty, and how they differ
- Customer, user and sponsor, and why the roles are kept separate
- What service management actually means as a set of organisational capabilities
- Value creation and the ideas around it: cost, value, outcome, output and risk
- How utility and warranty together determine whether a service is fit for purpose and use
- Service relationships: service offering, provision, consumption and relationship management

Area 02 — The ITIL guiding principles

Seven principles that are meant to inform every decision, and the most heavily tested concept area on the paper. Around 15% of the exam.

- The nature of the guiding principles and how they interact rather than compete
- Focus on value, and keeping the recipient's outcome in view
- Start where you are, rather than discarding what already works
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical, and optimise and automate

Area 03 — The four dimensions of service management

The four perspectives that any service has to be considered from, so that nothing is left out. Around 5% of the exam.

- Organisations and people, and how structure and culture shape a service
- Information and technology, and what a service depends on to run
- Partners and suppliers, and the relationships a service is built on
- Value streams and processes, and how work actually flows
- Why all four have to be balanced rather than optimised in isolation
- The external factors that act on all four dimensions

Area 04 — The ITIL service value system

The overarching model that shows how the parts of ITIL fit together to create value. Around 2.5% of the exam.

- The purpose of the service value system as a whole
- Its components and how they connect
- How opportunity and demand enter the system and value comes out
- The place of governance, practices and the guiding principles within it
- Why the framework is presented as a system rather than a list of processes
- How the service value chain sits at the centre of it

Area 05 — The service value chain

The operating model at the heart of the service value system, and the activities that turn demand into value. Around 5% of the exam.

- The interconnected nature of the value chain and how activities combine into value streams
- Plan: setting direction across the organisation
- Improve: continually raising the quality of services and practices
- Engage: understanding stakeholders and maintaining relationships
- Design and transition: building services that meet expectations
- Obtain or build: making sure components are available when needed
- Deliver and support: providing services to agreed standards

Area 06 — The ITIL practices: purpose and key terms

An overview of fifteen ITIL practices — enough to recall what each is for and the terms that go with them. Around 17.5% of the exam.

- The purpose of information security management, relationship management and supplier management
- The purpose of IT asset management, monitoring and event management, and release management
- The purpose of service configuration management and deployment management
- The purpose of continual improvement and change enablement
- The purpose of incident management, problem management and service request management
- The purpose of the service desk and service level management
- Key definitions: IT asset, event, configuration item, change, incident, problem and known error

Area 07 — Seven ITIL practices in detail

The practices the exam expects you to explain, not merely name — and by far the largest share of the marks. Around 42.5% of the exam.

- Continual improvement, including the continual improvement model
- Change enablement, and balancing the pace of change against risk
- Incident management, and restoring normal service quickly
- Problem management, and addressing the causes behind incidents
- Service request management, and handling routine user requests
- The service desk as the single point of contact
- Service level management, and defining and tracking service quality against agreements

Who should take this

Anyone who works in or alongside IT service delivery and needs the shared language: service desk and support staff, IT operations and infrastructure teams, project and delivery managers, business analysts, and managers who commission or oversee IT services. It is also a common first step for people moving into IT service management from another field, and a prerequisite mindset for the higher ITIL modules.

There are no prerequisites and no experience is required. Foundation is pitched at recall and understanding, so it is genuinely accessible to newcomers, though the volume of defined terms rewards steady study over cramming.

The exam

The ITIL 4 Foundation exam is set and awarded by PeopleCert.

- 40 multiple-choice questions
- 60 minutes to complete it, with extra time available as a language accommodation
- A pass mark of 65%, which is 26 correct answers out of 40
- Closed book, at Bloom's levels of recall and understanding
- Available in a range of languages including English

The exam voucher is purchased separately from PeopleCert. We arrange it on your behalf and send you the details, and you book your own exam sitting. The certification is renewed every three years through PeopleCert's continuing professional development scheme.

How we deliver it

Classroom or online live, or at your office for a private group. The teaching is definition-led and example-driven: short blocks on each syllabus area, checks along the way to confirm the terms have landed, and a full-length mock exam under timed conditions before you sit the real one. Small cohorts, so questions get answered.

Mapped to the official ITIL 4 Foundation syllabus, version 4.2.0. Taught from Hacky Security's own curriculum by instructors who hold the certification and work in service management. This is preparation for the exam; the certification and voucher come from PeopleCert.

Sitting the official exam

Exam voucher sold separately. We buy it from the certification body on your behalf and send you the code — you book your own exam date. This course is Hacky Security's own preparation training. The certification itself is awarded by the certification body, not by us.

Investment

Priced per cohort. Tell us how many people and which delivery mode and we will send a quote the same working day.

Book this course

Tell us how many people, where, and when — we will come back with dates and a quote within one working day.

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<https://hackysecurity.com/courses/axelos-peoplecert-til-4-foundation/>

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