



IT SERVICE MANAGEMENT

ITIL® 4 Foundation preparation

Build a practical foundation in IT service management and prepare around the current PeopleCert route, your target date, and the support you need.

PeopleCert	Foundation	Individual and corporate learning
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EXPLORE / LEARN / PRACTICE / PREPARE / CERTIFY / ADVANCE

COURSE OVERVIEW

Build the right preparation plan.

Start with the target role, current experience, intended credential, preferred delivery format, and target date.

FOCUS	LEVEL	DELIVERY
Foundation-level service management	Foundation	Flexible live online, classroom, or corporate learning

WHAT YOU CAN BUILD

Service value Understand how services support outcomes and create value for customers and stakeholders.	Guiding principles Use the ITIL guiding principles to support practical decisions and continual improvement.
Service value system Connect governance, practices, activities, and improvement within a service organization.	Exam readiness Build a study plan around the current official syllabus, question practice, and readiness checks.

CURRENT CREDENTIAL GUIDANCE

PeopleCert

PeopleCert publishes the current ITIL® 4 Foundation syllabus and certification information. MTK can help you compare learning support, official materials, and exam arrangements for the selected course.

Ask an MTK learning adviser which current provider requirements apply before enrolling or booking an exam.

DETAILED SYLLABUS

Move from foundation to applied preparation.

Shape the syllabus around the selected credential version, delivery option, and learner group.

1	Service management concepts	Value, outcomes, costs, risks, utility, warranty, and service relationships.
2	ITIL guiding principles	How the principles support decisions across different organizational contexts.
3	Dimensions of service management	Organizations and people, information and technology, partners and suppliers, and value streams and processes.
4	Service value system	Governance, the service value chain, practices, and continual improvement.
5	Management practices	The purpose and key terms of the practices covered by the current official syllabus.
6	Practice and final review	Knowledge checks, mock-exam planning, gap review, and exam-day preparation.

LEARNING ROADMAP

Choose Match the credential to your role and experience.	Plan Align eligibility, version, delivery, and learning support.	Learn Complete guided learning and independent review.
Practice Apply concepts and close knowledge gaps.	Prepare Use mock questions and a readiness plan.	Certify Complete the official assessment and award route.

LEARNING OPTIONS AND NEXT STEPS

Choose the support that fits.

Explore delivery, materials, practice, exam planning, and continued learning support with an adviser.

Delivery Live online, classroom, on-site, or corporate cohort; location and timezone.	Schedule Session dates, live learning hours, independent study, and access period.
Materials Official or provider resources, labs, recordings, and platform access.	Practice Question banks, mock exams, practical work, feedback, and readiness review.
Exam Registration route, voucher, validity, taxes, resit terms, and separate fees.	Support Adviser access, post-training resources, study planning, and team reporting.

CAREER RELEVANCE

This learning may be relevant to: Service desk and support professionals, IT operations professionals, Service managers, Digital product and delivery teams. Combine certification learning with relevant experience and practical application to support your professional development.

Talk to a learning adviser

Share your role, experience, preferred format, location, and target date.

mtktechnologies.com/contact/

Course schedules, duration, pricing, materials, and exam arrangements vary by course. Your adviser can explain the current learning options. Credential owners define eligibility, assessment, and certification requirements.