

ITIL 4 Foundation Exam Topics

- Understand the key concepts of service management (15%)
- Understand how the ITIL guiding principles can help an organization adopt and adapt service management (15%)
- Understand the four dimensions of service management (15%)
- Understand the purpose and components of the ITIL service value system (13%)
- Understand the activities of the service value chain, and how they interconnect (17%)
- Know the purpose of key ITIL practices (25%)