Introduction

- Welcome to ITIL 4 Foundation
  - The purpose of the *ITIL 4 Foundation* publication is to introduce readers to the management of the modern IT-enabled services, provide them with an understanding of the common language and key concepts and show them how they can improve their work and the work of their organization with ITIL 4 guidance

- The Need for Service Management
  - Technology is advancing faster today than ever before. Developments such as cloud computing, infrastructure as a service, machine learning, and blockchain, have opened fresh opportunities for value creation, and led to IT becoming an important business driver and source of competitive advantage.
    - Every organization is a service organization
    - Almost all services today are IT enabled
    - Service management is defined as a set of specialized organizational capabilities for enabling value to customers in the form of services.

- About the Exam
  - 60 minutes
    - Candidates taking the exam in a language that is not in their native or working language may be awarded 25% extra time, i.e. 75 minutes in total
  - 40 questions, each question is worth 1 mark
    - 'standard'
    - 'missing word'
    - 'list' (2 correct items)
    - Very rarely, 'negative' ("what is NOT....")
  - Pass mark: 65% or higher (26 marks or above)
  - Bloom's levels 1 and 2
    - 9 questions at Bloom's Level 1 (Recall) = 22.5%
    - 31 questions at Bloom's Level 2 (Understand, Describe, Explain) = 77.5%
  - You can purchase a discounted voucher at Dion Training's website to save $50 off the price of your exam voucher

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