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IT4IT Foundation Certification Training

3 days (21 hours)

Overview

The IT4IT Foundation Certification Training prepares you to understand the IT4IT framework, its value chains, and the concepts needed to pass the official exam.

IT4IT is an architectural framework designed to manage IT operations end-to-end. It connects the strategy, design, delivery, consumption, and operation of digital services through a common language, functional components, and consistent data objects.

Our IT4IT Foundation Certification Training course helps you prepare for the official IT4IT Foundation certification. You will learn to identify the principles of the architecture, the four value streams, and the relationships between IT service management functions.

You will study the key concepts covered on the exam, including value streams, the service model, functional components, and information objects that ensure data continuity throughout a service's lifecycle.

By the end of the course, you will be able to interpret an IT4IT architecture, map your organization's capabilities to the reference model, and systematically answer certification exam questions. Guided exercises and a practice exam will reinforce your preparation.

Like all our training courses, this one will introduce you to **the latest stable version** of the technology and its new features.

Objectives

- Understand the principles and terminology of the IT4IT framework
- Identify the four IT4IT value chains and their purpose
- Recognize the functional components and key data objects
- Relate IT management activities to the service lifecycle
- Effectively prepare for the official IT4IT Foundation exam

Target Audience

- Enterprise Architect
- IS Architect
- IT Services Manager
- ITSM Consultant
- Digital Transformation Project Manager

Prerequisites

- General understanding of how an IT department operates
- Basic understanding of IT service and portfolio management
- Experience with ITSM, Agile, or DevOps environments is recommended
- Ability to read and understand technical English

Technical Requirements

- Computer running Windows 10, Windows 11, or macOS 13 or later
- Dual-core processor, 8 GB of RAM, and a screen with a minimum resolution of 1366 x 768
- Google Chrome or Microsoft Edge browser (up-to-date version)
- Stable internet connection and access to a PDF reader
- Webcam, microphone, and a quiet environment are recommended if taking an online exam

IT4IT Foundation Training Program

[Day 1 - Morning]

Fundamentals of the IT4IT Framework

- The Role of IT4IT in the Management and Transformation of IT Organizations
- Objectives of the architecture framework and benefits of a value-driven approach
- Key terminology: service, product, consumer, provider, and management system
- Overview of the service lifecycle and interactions between IT domains
- Identifying the topics covered by the IT4IT Foundation certification

[Day 1 - Afternoon]

Value Streams and Reference Architecture

- The Role of Value Streams in Organizing IT Activities
- Introduction to Strategy to Portfolio and Investment Management
- Overview of Requirement to Deploy and the delivery of products and services
- Overview of Request to Fulfill and Detect to Correct
- Understanding the Relationships Between Value Streams and IT Management Capabilities
- Hands-on Workshop: Mapping the Journey of a Digital Service Across the Four IT4IT Value Streams

[Day 2 - Morning]

Functional Components and Data

- Structure of the IT4IT framework and the role of functional domains
- Identifying functional components in each value chain
- Understanding data objects and their use in the architecture
- Concept of the service model to represent service offerings and their consumption
- Data continuity, tool integration, and reduction of operational silos

[Day 2 - Afternoon] Application

of the IT4IT Model

- Analysis of a digital services and products management context
- Mapping business requirements to the relevant value chains
- Identifying the functional components required for a use case
- Tracking data objects across request, delivery, consumption, and operation
- Best practices for interpreting IT4IT reference diagrams and tables
- Hands-on workshop: Analyzing a business case and mapping its activities within the IT4IT architecture

[Day 3 - Morning]

Certification-focused review

- Structured review of fundamental principles, terms, and concepts
- Comparison of the objectives of the four Value Streams
- Recognizing the relationships between services, products, components, and data
- Identification of common sources of confusion in certification questions
- Method for reading and selecting answers in a multiple-choice questionnaire

[Day 3 - Afternoon] Final Exam

Preparation

- Overview of the official IT4IT Foundation exam procedure
- Time management, keyword analysis, and eliminating inappropriate answers
- Review of the relationships between strategy, portfolio, delivery, demand, and operations
- Commented review of sample questions at the Foundation level
- Individual study plan before taking the exam
- Hands-on workshop: Take a timed practice exam and then review the answers as a group

Target Companies

This training is intended for both individuals and companies—large or small—that wish to train their teams in new, advanced IT technologies or to acquire specific business knowledge or modern methods.

Entry-Level Assessment

The pre-training assessment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency in various types of technologies, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth running of the training session.

Teaching Methods

Hands-On Training: 60% Practical, 40% Theoretical. Training materials distributed in digital format to all participants.

Organization

The course alternates between theoretical input from the instructor—supported by examples and reflection sessions—and group work.

Assessment

At the end of the session, a multiple-choice quiz is administered to verify that participants have successfully acquired the skills.

Certification

A certificate will be issued to each trainee who has completed the entire training program.