ITIL® 2011 Foundation FAQs

- **How do I enroll for the online training?**
    1. You can enroll for the online training through our website.
    2. Press "Place Order" button.
    3. You will be directed to Waza Academy's registration page. So, you will have to register, create your account and sign in then.
    4. You will be asked to make online payment using credit or wire transfer. After you click "Order", you will be directed to a confirmation page (based on the selected payment method you choose) to proceed in purchasing the selected course.
    5. After paying the online course fees, the online course access will be granted to you within 1 week after receiving the payment.
    6. An automatic email will be issued by Good e-learning (the course provider) to you with your access data information to access your LMS and start the course.

- **What system environment do I need to prepare in order to access the course?**
    - All you need is a computer and a broadband internet connection and you will be able to log on and study wherever and whenever you like.
    - ITIL® 2011 Foundation course is compatible with all modern Internet browsers, but you can double-check compatibility below:

    I. <u>Using internet browsers (Windows & Mac):</u>
    - *Google Chrome 14 or later*
    - *Safari 5.1 or later*
    - *Internet Explorer 8 and later*
    - *Opera 9.5 and late*
    II. <u>Flash Player requirements:</u>
    - ITIL® 2011 Foundation course *will require Flash Player 10 or later to play. (Please note that you must be using a browser as stated in step 1 to be able to use Flash and view an e-learning course.)*
    III. <u>Using mobile device:</u>
    - To play the ITIL® 2011 Foundation course from your Apple or Android device, you will need to download the Articulate Mobile Player app. You can find a full installation guide for mobile devices on Good e-Learning tablet support page (https://www.goodelearning.com/support)
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- **What will I get along with this training?**
    - In this training, you will have access to online e-learning, free exam voucher, practice exams and 24/7 tutor support.

- **Can I cancel my enrollment? Do I get a refund?**
- The course fees are not refundable. However, you can contact us any time before enrolling in the course to know all the needed information before registering your course(s).

- **Where and how can I access the e-learning content? Are there any limitations?**
- Once you register with us for a course by paying the course fee, you can have 24/7 access to the e-learning content on our website. An automated course purchase confirmation mail from our side will guide you through the process.

- **I am not able to access the online course. Whom should I contact for a solution?**
- Your LMS includes all the required information/links concerning your course(s) and you will be able to directly contact Good e-Learning for any issue you may face.
- **OR** Please drop us an email and we will have your issue resolved within 2 days.

- **Who is ITIL Foundation for?**
- ITIL Foundation is suitable for individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization.
- The certification also applies to IT professionals who work within an organization that has adopted ITIL and so need to be aware of and contribute to the overall service improvement program.

- **In case I encountered technical problems when taking the exam, what shall I do?**
- If an incident has impacted your testing, you should inform the proctor during the examination and request them to extend your examination time.

- **How do I give feedback about one of my courses?**
- Great! We welcome feedback about all aspects of your experience using our e-Learning courses.
- Please contact us directly and we will respond to you as soon as we can!