

# ITIL 4 FOUNDATION Course

## Venue Information

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**Venue:** London UK

**Place:**

**Start Date:** 2025-12-22

**End Date:** 2025-12-26

## Course Details

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**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** MAL

**Course Code:** MAL-131

## Syllabus

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### Course Syllabus

#### Course Objectives :

- Key IT service management concepts.
- How ITIL guiding principles can help and organization to adopt and adapt service management.
- The 4 dimensions of service management.
- The purpose and components of the service value system.
- The activities of the service value chain and how they interconnect.
- Know the purpose of key ITIL practices.
- Sit the ITIL4 foundation examination - Sample papers are set during the class by instructors to take during the class or as homework exercises.

#### Course Outlines :

- IT Service Management definitions; Service, Utility, Warranty, Customer, User, Service management, Sponsor

- Progress iteratively with feedback, Collaborate and promote visibility, Think and work holistically, Keep it simple and practical; Optimize and automate
- The 4 dimensions of service management; Organizations and people; Information and technology; Partners and suppliers; Value streams and processes
  - The ITIL service value system
  - The service value chain, its inputs and outputs, and its role in supporting value streams
  - Service value chain elements; Plan, Improve, Engage, Design & transition, Obtain / Build, Deliver & support
  - Detail of how the following ITIL practices support the service value chain: - Continual Improvement (including continual improvement model); Change control; Incident management; Problem Management; Service request management; Service desk; Service level management
  - The purpose of the following ITIL practices: - Information security management; Relationship management; Supplier management; Availability management; Capacity and performance management; Service configuration management; IT asset management; Business analysis; Service continuity management; Deployment management; Monitoring and event management; Release management