ITIL 4 FOUNDATION Course

Venue Information

Venue: London UK

Place:

Start Date: 2026-03-17

End Date: 2026-03-21

Course Details

Net Fee: £4750.00

Duration: 1 Week

Category ID: MAL

Course Code: MAL-131

Syllabus

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 the 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