



# ITIL 4 FOUNDATION Course

## Venue Information

---

**Venue:** London UK

**Place:**

**Start Date:** 2026-10-27

**End Date:** 2026-10-31

## 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 an 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