



Information Technology

ITIL4 Foundation

Course Introduction

This training course is designed to provide IT professionals and practitioners with a practical understanding of the key concepts, common language, principles and practices that enables successful management of modern IT-enabled services. This course is based on the ITIL4 best practice service value system featured in the latest 2019 guidelines.

ITIL training program

Our ITIL training program takes candidates beyond the theory and teaches them how to apply their knowledge to advanced real-life scenarios and is packed with practical exercises and questions that will help the delegate understand what to expect and how to correctly interpret the questions.

Target Audience

- Cloud Computing Engineer
- Computer Network Specialist
- Computer Support Specialist
- Database Administrator
- Information Technology Analyst
- Information Technology Leadership
- Information Security Specialist
- Software/Application Developer
- Web Developer
- Technology sales consultant

Learning Objectives

- Gain a comprehensive understanding of the key IT service management concepts
- Identify ITIL guiding principles that can help the organization adopt and adapt service management
- Learn the 4 dimensions of service management and the purpose and components of the service value system
- Know the purpose of key ITIL practices
- Prepare for the ITIL4 foundation examination.

Course Outline

- **Day 01**

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

- Key concepts of value creation
- Key concepts of service relationships; service offering; service provision; service consumption; service relationship management

- **Day 02**

The nature, use and interaction of 7 ITIL guiding principles; Focus on value; Start where you are; 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
- Incident, event and problem management
 - Service Management and Technical Management

- **Day 03**

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

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 2, 2025	June 4, 2025	3 days	3250.00 \$	UAE - Dubai
Sept. 8, 2025	Sept. 10, 2025	3 days	3950.00 \$	England - London
Dec. 8, 2025	Dec. 10, 2025	3 days	3250.00 \$	UAE - Abu Dhabi