



Information Technology

ITIL® 4 Foundation

Course Introduction

ITIL® 4 is the latest evolution of the world's leading framework for IT Service Management (ITSM), offering a flexible, modern, and value-driven approach to managing IT services.

This 5-day training program provides a deep and practical understanding of the ITIL 4 Foundation syllabus, using real-world case studies, interactive exercises, and exam-focused practice to ensure participants gain both the knowledge and the confidence needed to succeed in the official certification exam.

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

- Grasp the key concepts and terminology of ITIL and IT Service Management.
- Understand the Service Value System (SVS) and Service Value Chain (SVC).
- Apply the Four Dimensions of Service Management and Seven Guiding Principles to real-world situations.
- Identify and explain the core ITIL practices used to create, deliver, and support value in service delivery.
- Analyze ITIL-related scenarios and respond correctly using exam-aligned logic.
- Build confidence for the exam through quizzes, mock tests, and question debriefs.
- Successfully pass the ITIL® 4 Foundation certification exam.

Course Outline

- **Day 01**

- Introduction to ITIL® 4 & Service Management**

- What is ITIL? Evolution from v3 to 4
 - The role of ITIL in modern ITSM
 - Key definitions: service, value, outcome, output, utility, warranty
 - Stakeholders: customers, users, sponsors
 - The concept of value co-creation

- **Practical Application:** Define value in your own organization

Service Relationships & Core Concepts

- Products and services
- Service offering, service consumption, service provision
- Key relationships: service provider, consumer, sponsor
- Utility vs. Warranty
- **Activity:** Map out service relationships
- **Quiz:** Concept-based questions

• Day 02

The Four Dimensions of Service Management

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- **External factors:** PESTLE model
- **Workshop:** Assess your IT service using the Four Dimensions

The ITIL® Service Value System (SVS)

- Overview of the SVS and how it enables value
- Components of the SVS: Guiding Principles, Governance, SVC, Practices, Continual Improvement
- Governance structures in ITIL
- **Practical application:** Diagram the SVS for your organization

• Day 03

The Seven 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
- **Activity:** Team challenge – Applying all 7 principles

• Day 04

The Service Value Chain (SVC)

- The 6 SVC activities: Plan, Improve, Engage, Design & Transition, Obtain/Build, Deliver & Support
- Inputs, outputs, and interconnection between activities
- Use of the SVC in delivering value
- **Simulation:** Build your own value chain

• Day 05

ITIL® Management Practices

- Definitions and structure of practices
- Incident Management
- Problem Management
- Change Enablement
- Service Request Management
- **Additional practices (overview):** Service Level Management, IT Asset Management, Monitoring, Service Desk
- Continual Improvement
- **Exam preparation strategy:** tips, time management, reading techniques

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 18, 2025	May 22, 2025	5 days	4250.00 \$	KSA - Riyadh
Sept. 29, 2025	Oct. 3, 2025	5 days	4950.00 \$	England - London
Nov. 24, 2025	Nov. 28, 2025	5 days	4250.00 \$	UAE - Dubai
May 26, 2025	May 30, 2025	5 days	4250.00 \$	UAE - Dubai
Oct. 27, 2025	Oct. 31, 2025	5 days	4250.00 \$	UAE - Dubai
June 9, 2025	June 13, 2025	5 days	4250.00 \$	UAE - Dubai