ITIL 4 Foundation: Mastering IT Service Management

14 – 18 June 2027
Amsterdam (Netherlands)



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Why This Course

Effective IT service management is essential for organizations to deliver value, optimize operations, and support business objectives. This intensive 1-week program introduces participants to ITIL 4, the latest evolution of the globally recognized IT service management framework. Through a combination of theory, practical exercises, and real-world scenarios, attendees will gain the knowledge and skills to improve IT service delivery and prepare for the ITIL 4 Foundation certification.

What You'll Learn and Practice

By attending this course, you will be able to:

- Understand core ITIL 4 concepts, terminology, and principles.
- Apply the ITIL service value system to align IT services with business objectives.
- Explore the four dimensions of service management for holistic IT operations.
- Implement ITIL guiding principles in practical scenarios to drive continual improvement.
- Gain hands-on insight into ITIL practices that support the service value chain.
- Prepare confidently for the ITIL 4 Foundation certification exam.

The Program Flow

Day 1: Introduction to ITIL 4 and Service Management

- Overview of ITIL 4 and its evolution
- Key concepts of service management
- The four dimensions of service management
- Understanding the ITIL service value system

Day 2: ITIL Guiding Principles and Service Value Chain

- The seven ITIL guiding principles
- Service value chain activities and service value streams
- Continual improvement model and practical applications



Day 3: ITIL Practices - Part 1

- General management practices
- Service management practices
- Technical management practices
- Relationship management essentials

Day 4: ITIL Practices - Part 2

- Incident management
- Problem management
- Change control
- Service level management

Day 5: Exam Preparation and Review

- Comprehensive review of key ITIL 4 concepts
- Practice exam questions and scenario exercises
- Exam-taking strategies and tips
- Final Q&A session

Individual Impact

Participants will leave this program with:

- Practical ability to align IT services with organizational needs.
- Enhanced skills to manage IT service delivery and support effectively.
- Improved efficiency and consistency in IT operations through ITIL best practices.
- Readiness to take the ITIL 4 Foundation certification exam and advance their career.

Organizational Impact

Organizations will benefit from:

- Better alignment between IT services and business objectives.
- More efficient, standardized IT operations and service delivery.
- Improved incident, problem, and change management processes.
- Teams capable of applying ITIL principles to drive continual service improvement.



Training Methodology

- Interactive lectures and scenario-based exercises
- Hands-on group activities and case studies
- Practice exams and review sessions
- Real-world examples illustrating ITIL practices in action

Beyond the Course

By the end of this 1-week program, participants will be ready to:

- Apply ITIL 4 principles and practices in their organization immediately.
- Optimize IT service delivery to meet business objectives.
- Take the ITIL 4 Foundation certification exam with confidence.
- Contribute to continual improvement initiatives across IT services.

