

ITIL 4 Foundation: Mastering IT Service Management

31 January – 4 February 2027
Dubai (UAE)

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Ref: 321734_145307 **Date:** 31 January – 4 February 2027 **Location:** Dubai (UAE) **Fees:** 4900 GBP

Why This Course

Effective IT service management is essential for organizations to deliver value, optimize operations, and support business objectives. This intensive 5-day 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

A graphic of a chessboard with several pawns and a king piece. The king piece is gold and stands prominently on the right side of the board. The pawns are silver and black. The board is white and black squares. In the background, there are concentric circles.

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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.

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A graphic illustration of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. The board is checkered, and there are concentric circles in the background.

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 5-day 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.

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