

# ITIL 4 Foundation: Mastering IT Service Management

IT & IT Engineering  
Sharm El-Sheikh (Egypt)  
31 Aug - 04 Sep 2025

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## ITIL 4 Foundation: Mastering IT Service Management

**Ref:** 321734\_145308 **Date:** 31 Aug - 04 Sep 2025 **Location:** Sharm El-Sheikh (Egypt) **Fees:** 3700 Euro

### Course Description

This 5-day ITIL 4 Foundation course provides a comprehensive introduction to the latest evolution of the ITIL framework for IT service management. Participants will gain a thorough understanding of ITIL 4 concepts, terminology, practices, and principles. The course prepares attendees for the ITIL 4 Foundation certification exam and equips them with practical knowledge to improve IT service delivery in their organizations.

### Learning Objectives

- Understand the key concepts of ITIL 4 and IT service management
- Learn the ITIL 4 service value system and its components
- Explore the four dimensions of service management
- Master the ITIL guiding principles and their application
- Gain insight into ITIL practices and how they support the service value chain
- Prepare for the ITIL 4 Foundation certification exam

### Course Modules

#### 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
- The ITIL service value system

#### Day 2: ITIL Guiding Principles and Service Value Chain

- The seven ITIL guiding principles
- Service value chain activities
- Continual improvement model
- Service value streams

#### Day 3: ITIL Practices - Part 1

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

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) on it. The pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the right side of the chessboard.

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## 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 concepts
- Practice exam questions and scenarios
- Exam-taking strategies
- Final Q&A session

## Practical Wins for Participants

- Ability to align IT services with business needs
- Enhanced skills in managing IT service delivery and support
- Improved efficiency in IT operations through ITIL best practices
- Preparation for ITIL 4 Foundation certification, boosting career prospects

A graphic of a chessboard with several chess pieces, including a king, queen, and pawns, in gold and silver. The board is checkered and has a subtle circular pattern in the background.

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