

ITIL 4 Foundation: Mastering IT Service Management

5 – 9 July 2027
London (UK)

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A large, detailed image of chess pieces on a checkered board. In the foreground, a silver king piece stands prominently next to a silver pawn. To the left, another silver pawn is visible. In the background, a gold king piece is partially visible. The pieces are set on a grey and white checkered board. Behind the pieces, there are several concentric, light grey circles that create a sense of depth and focus.

ITIL 4 Foundation: Mastering IT Service Management

Ref: 321734_169299 **Date:** 5 - 9 July 2027 **Location:** London (UK) **Fees:** 6100 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 text 'UK Training PARTNER' is overlaid on the image.

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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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