

ITIL® 4 Foundation Certification

5 – 9 September 2027
Online

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Ref: 328757_227164 **Date:** 5 – 9 September 2027 **Location:** Online **Fees:** 2700 GBP

Why This Course

In today's digital economy, effective IT service management ITSM is essential for delivering value, agility, and continuous improvement across organizations.

The ITIL® 4 Foundation Certification introduces participants to the globally recognized ITIL® framework, which defines best practices for aligning IT services with business strategy and customer needs.

This program provides a comprehensive introduction to the ITIL® 4 principles, practices, and service value system SVS.

It prepares participants to pass the ITIL® 4 Foundation exam while gaining the knowledge to support organizational digital transformation and service excellence.

What You'll Learn and Practice

By joining this program, you will:

- Understand the purpose, principles, and structure of the ITIL® 4 framework.
- Learn how ITIL® supports modern service management and digital transformation.
- Gain familiarity with the Service Value System SVS and Four Dimensions Model.
- Explore key ITIL® management practices and their real-world applications.
- Prepare effectively for the official ITIL® 4 Foundation Certification Exam.

The Program Flow

Day 1: Introduction to ITIL® and Service Management Concepts

- Overview of IT service management and value creation.
- The evolution from ITIL® v3 to ITIL® 4 — key updates and principles.
- Understanding service relationships and value co-creation.
- Introduction to the ITIL® 4 Service Value System SVS.
- Workshop: identifying ITSM challenges and improvement opportunities.

A graphic of a chessboard with several chess pieces, including a king and pawns, arranged on it. The text 'UK Training PARTNER' is overlaid on the image.

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Day 2: The ITIL® Guiding Principles and Four Dimensions Model

- The 7 ITIL® Guiding Principles — focus on value, collaborate, progress iteratively, and more.
- The Four Dimensions Model: Organizations & People, Information & Technology, Partners & Suppliers, and Value Streams & Processes.
- Aligning IT and business strategy for continuous improvement.
- Group activity: applying ITIL® principles to real organizational scenarios.

Day 3: The ITIL® Service Value Chain and Key Practices

- Understanding the Service Value Chain and its six activities.
- How demand flows through the value chain to create outcomes and value.
- Overview of the 34 ITIL® Management Practices.
- Deep dive into key practices:
 - Incident Management
 - Problem Management
 - Change Enablement
 - Service Request Management
- Exercise: designing a value stream using ITIL® concepts.

Day 4: ITIL® Practices in the Digital Age

- Relationship Management and Service Level Management.
- Continuous Improvement and Measurement techniques.
- Information Security Management and Risk Management fundamentals.
- Leveraging ITIL® for Agile, DevOps, and digital transformation initiatives.
- Practice questions and mock quizzes for exam readiness.

Day 5: Exam Preparation and Strategic Application

- Review of key ITIL® concepts, principles, and terminology.
- Exam question patterns, test-taking techniques, and time management.
- Final mock exam with feedback and guided discussion.
- Linking ITIL® to business strategy and operational excellence.
- Action workshop: building an ITIL®-based improvement roadmap for your organization.

Individual Impact

- Gain a strong foundation in ITIL® concepts and IT service management best practices.
- Build confidence to pass the ITIL® 4 Foundation exam successfully.
- Strengthen the ability to contribute to digital transformation and service improvement.
- Learn to apply ITIL® principles in daily IT operations and project environments.
- Develop a service-oriented mindset for delivering business value through IT.

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A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) positioned on it. The board is white and black, and the pieces are gold and silver. The graphic is located in the bottom right corner of the page.

Work Impact

- Improve alignment between IT services and business strategy.
- Increase efficiency and consistency in IT service delivery.
- Enhance service quality and customer satisfaction.
- Build a culture of continual improvement and proactive service management.
- Support digital transformation initiatives with structured ITSM practices.

Training Methodology

This course blends exam-focused preparation with practical, hands-on learning to ensure both certification success and workplace applicability.

Learning methods include:

- Official ITIL® 4-aligned course materials and examples.
- Real-world case studies and service improvement simulations.
- Practice questions, sample exams, and group reviews.
- Interactive discussions linking ITIL® theory to organizational goals.
- Toolkits and templates for post-training ITSM implementation.

Beyond the Course

Upon completion, participants will be fully prepared to sit for the official ITIL® 4 Foundation Certification Exam and contribute effectively to ITSM initiatives within their organizations.

They will leave equipped with the mindset, methods, and tools to support sustainable IT service excellence and continuous digital value creation.

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles and the text 'UK Training PARTNER'.

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