ITIL 4

Istanbul (Turkey)

9 - 13 November 2025

UK Traininig
PARTNER

BLACKBIRD FOR TRAINING

ITIL 4

Code: IT28 From: 9 - 13 November 2025 City: Istanbul (Turkey) Fees: 4600 Pound

Introduction

The ITIL 4 Foundation course is a comprehensive program designed to introduce participants to the core principles and concepts of IT service management using the ITIL 4 framework. Over the course of five days, participants will gain an in-depth understanding of the history of ITIL, its guiding principles, and the Service Value System SVS. They will explore the Service Value Chain and the ITIL service lifecycle, focusing on the objectives and activities of each stage. The training also covers essential ITIL 4 practices, including incident management, problem management, and change management. The course concludes with exam preparation to help participants achieve ITIL 4 Foundation certification.

Course Objectives

By the end of this course, participants will be able to:

- Understand the basics of ITIL 4: Get familiar with the history of ITIL and the significance of ITIL 4 in IT service management.
- Gain comprehensive knowledge of the core principles, concepts, and terminology used in ITIL 4.
- Apply ITIL 4 service management principles to make better decisions in service delivery.
- Understand the Service Value System SVS: Learn the components of the ITIL 4 SVS and how it creates value for organizations and customers.
- Explore the Service Value Chain: Understand how the stages of the Service Value Chain facilitate value creation.
- Learn about the ITIL service lifecycle: Gain insights into each stage of the service lifecycle, including Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement CSI.
- Understand essential ITIL practices: Get to know key practices like incident management, problem management, change management, and service level management.
- Enhance the application of ITIL principles: Apply ITIL 4 principles and practices to improve IT service management within your organization.

Course Outlines

Day 1: Introduction and Overview of ITIL

- Introduction to the ITIL 4 Foundation course.
- Overview of ITIL and its history.
- Understanding the core principles and terminology of ITIL 4.
- The benefits of ITIL 4 in IT service management.
- ITIL 4 certification path and its significance.

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Day 2: Service Management Principles

- Exploring the four dimensions of service management.
- Understanding the ITIL Service Value System SVS and its impact.
- The guiding principles of ITIL 4 and their role in decision-making.
- Examining governance and its role in service management.
- ITIL 4 service management model.

Day 3: ITIL Service Value Chain

- Introduction to the Service Value Chain.
- Identifying key activities and their interconnections within the value chain.
- Describing each stage of the Service Value Chain.
- Creating value through the Service Value Chain.
- Applying the Service Value Chain to real-world scenarios.

Day 4: ITIL Service Lifecycle

- Overview of the ITIL service lifecycle.
- Detailed exploration of each stage in the ITIL service lifecycle:
  - Service Strategy.
  - Service Design.
  - Service Transition.
  - Service Operation.
  - Continual Service Improvement CSI.
- The purpose and objectives of each lifecycle stage.

Day 5: Key ITIL Practices

- Focus on the following key ITIL 4 practices:
  - Incident Management.
  - Problem Management.
  - Change Management.
  - Service Level Management.
  - Continual Service Improvement.
- Course wrap-up and final Q&A session.

Why Attend This Course: Wins & Losses!

- Achieving ITIL 4 Foundation certification enhances your credibility and expertise in IT service management.
- By attending this course, you will understand how ITIL 4 can help improve service quality, optimize IT operations, and increase organizational efficiency.
- ITIL 4 focuses on value creation through continuous improvement and enhanced service delivery.
- The course provides practical knowledge on how to implement ITIL 4 practices like incident management, problem management, and change management, improving IT service management in your organization.
- You'll learn how the Service Value Chain and Service Value System SVS play a crucial role in delivering value to customers and businesses.
- With ITIL 4 principles and practices, you'll be equipped to drive continual improvement and achieve measurable results.

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- This course prepares you for the ITIL 4 Foundation exam, making it easier to earn certification and advance your career.

Conclusion

The ITIL 4 Foundation course is a crucial stepping stone for professionals looking to enhance their knowledge and expertise in IT service management. By obtaining ITIL 4 Foundation certification, you will improve your ability to implement ITIL 4 practices within your organization, driving operational efficiency and value creation.

Don't miss the opportunity to become proficient in ITIL 4 and gain valuable insights into the latest best practices in IT service management. Register for the course today and elevate your professional profile.

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