

## ITIL 4 Preparation Course

*Istanbul (Turkey)*

*8 - 12 November 2026*

UK Training

# PARTNER



## ITIL 4 Preparation Course

Code: IT32 From: 8 - 12 November 2026 City: Istanbul (Turkey) Fees: 4900 Pound

### Introduction

The ITIL® 4 Foundation Preparation Course is a comprehensive program designed to provide participants with a solid understanding of modern IT Service Management principles and practices based on the ITIL 4 framework. As organizations increasingly rely on technology to support business operations, deliver value, and drive digital transformation, effective service management has become a critical success factor for achieving operational excellence and customer satisfaction.

Over five intensive days, participants will explore the core concepts of ITIL 4, including the Service Value System SVS, Service Value Chain, Guiding Principles, and the Four Dimensions of Service Management. The course also introduces the key practices that enable organizations to deliver reliable, efficient, and value-driven services while supporting continual improvement and organizational resilience.

Through a combination of practical discussions, real-world examples, and interactive exercises, participants will gain the knowledge and confidence required to understand and apply ITIL 4 concepts within their organizations, helping to improve service quality, operational efficiency, and business alignment.

### Course Objectives

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

- Understand the fundamental concepts and terminology of ITIL 4.
- Recognize the importance of IT Service Management in achieving organizational objectives.
- Understand the Guiding Principles of ITIL 4 and their practical applications.
- Explore the Four Dimensions of Service Management and their interrelationships.
- Understand the components and purpose of the Service Value System SVS.
- Analyze the Service Value Chain and its role in value creation.
- Gain knowledge of key ITIL 4 practices and their contribution to service excellence.
- Apply ITIL 4 concepts to support effective service delivery and continual improvement.
- Improve decision-making through a service-oriented approach.
- Support organizational performance through structured service management practices.

### Course Outlines

#### Day 1: Introduction to ITIL 4 and Service Management Concepts

- Overview of the ITIL 4 framework and its evolution.
- Fundamentals of IT Service Management.
- Understanding service relationships and value creation.
- Key stakeholders in service management.
- Outcomes, costs, risks, utility, and warranty concepts.
- The role of service management in supporting business objectives.



## Day 2: The Four Dimensions of Service Management

- Organizations and People.
- Information and Technology.
- Partners and Suppliers.
- Value Streams and Processes.
- Integrating the Four Dimensions into a holistic management approach.
- Practical examples of service management integration.

## Day 3: Understanding the Service Value System SVS

- Introduction to the Service Value System.
- Components of the SVS and how they interact.
- Understanding the Service Value Chain.
- Overview of the ITIL Guiding Principles.
- Governance within the Service Value System.
- The Continual Improvement Model and its application.

## Day 4: Core ITIL 4 Practices

- Introduction to ITIL management practices.
- Incident Management fundamentals.
- Problem Management principles.
- Change Enablement concepts.
- Service Desk functions and responsibilities.
- Service Level Management and service quality improvement.

## Day 5: Application and Practical Integration

- Continual Improvement practices.
- Information Security Management fundamentals.
- Real-world service management case studies.
- Group discussions and scenario-based exercises.
- Applying ITIL 4 concepts in organizational environments.
- Final review, assessment, and key learning outcomes.

## Why Attend This Course: Wins & Losses!

- Gain a comprehensive understanding of ITIL 4 concepts and practices.
- Improve service quality and operational efficiency.
- Enhance alignment between technology services and business objectives.
- Strengthen knowledge of Incident Management, Problem Management, and Change Enablement.
- Develop a service-oriented mindset focused on value creation.
- Support continual improvement initiatives within the organization.
- Learn globally recognized best practices in IT Service Management.
- Build a strong foundation for professional growth in service management.

## Conclusion





The ITIL® 4 Foundation Preparation Course provides a structured and practical introduction to the principles, concepts, and practices of modern IT Service Management. By focusing on value creation, service excellence, governance, and continual improvement, the course helps participants develop the knowledge needed to support effective service delivery and organizational success.

Through an in-depth exploration of the Service Value System, Service Value Chain, Four Dimensions of Service Management, and key ITIL practices, participants gain a holistic understanding of how services contribute to business outcomes and customer satisfaction. Practical discussions, case studies, and exercises further reinforce learning and enable participants to apply ITIL 4 concepts in real-world environments.

Upon completion, participants will be better equipped to contribute to service improvement initiatives, support digital transformation efforts, enhance operational performance, and help their organizations build efficient, resilient, and value-driven service environments.

**Disclaimer:** This program is a professional preparation and development course designed to support learning and understanding of ITIL® 4 concepts and service management practices. It is not an official certification course, not an accredited training program, not delivered by an authorized certification provider, does not include an official examination, and does not guarantee certification.



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