

ITIL Foundation (Information Technology Infrastructure Library)

Kuala Lumpur (Malaysia)

18 - 22 July 2025

UK Training

PARTNER



ITIL Foundation (Information Technology Infrastructure Library)

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Introduction

In the rapidly evolving world of Information Technology, organizations strive for structured and efficient IT Service Management to achieve business objectives and enhance customer satisfaction. The ITIL Foundation Information Technology Infrastructure Library is the globally recognized framework for IT Service Management ITSM. This ITIL Foundation Course is designed to introduce participants to ITIL best practices, enabling them to optimize IT services, align IT capabilities with business needs, and deliver value through effective service management. Through practical examples and interactive sessions, participants will gain a solid understanding of ITIL principles, ITIL processes, and the ITIL service lifecycle stages.

Course Objectives

By the end of this ITIL training foundation, participants will be able to:

- Understand the key concepts and ITIL principles of IT Service Management ITSM as outlined in the ITIL framework.
- Explore the ITIL Service Lifecycle and its five stages: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement.
- Identify the main ITIL processes and functions and understand their impact on service delivery.
- Enhance IT service quality, efficiency, and business alignment using ITIL best practices.
- Prepare effectively for the ITIL Foundation Certification Exam through practical exercises and mock tests.

Course Outlines

Day 1: Introduction to ITIL and IT Service Management ITSM

- Overview of ITIL and its significance in IT Service Management.
- Key concepts: Service, Service Management, Value Creation, and Stakeholders.
- Understanding the Four Dimensions of Service Management:
 - Organizations and People
 - Information and Technology
 - Partners and Suppliers
 - Value Streams and Processes
- Introduction to the Service Value System SVS and Guiding Principles.
- Practical Session: Mapping business needs to IT services.



Day 2: ITIL Service Lifecycle - Strategy and Design

Service Strategy:

- Defining services and understanding value creation.
- Identifying business requirements and IT capabilities.
- Service Portfolio Management and Financial Management.
- Demand Management and Business Relationship Management.

Service Design:

- Designing IT services to meet business objectives efficiently.
- The 4 Ps of Service Design: People, Processes, Products, Partners.
- Key processes: Service Level Management, Capacity Management, Availability Management, IT Security Management.
- Hands-on Exercise: Developing a basic Service Design blueprint.

Day 3: ITIL Service Transition and Service Operation

Service Transition:

- Planning and managing changes to IT services effectively.
- Key concepts: ITIL Change Management, Release and Deployment Management, Knowledge Management.
- Understanding the Configuration Management Database CMDB and its importance in ITIL processes.
- Practical Session: Change Management scenario analysis.

Service Operation:

- Managing service operations to maintain stability and performance.
- Key processes: Incident Management, Problem Management, Event Management, Request Fulfillment, Access Management.
- The role of the Service Desk and its operations in ITIL.
- Group Exercise: Simulating a real-world incident resolution process.

Day 4: Continual Service Improvement CSI and Measuring Success

Continual Service Improvement CSI:

- The CSI Model and its application in ITSM.
- Identifying opportunities for improvement and implementing effective solutions.
- Key concepts: Service Reporting, Measurement, and Metrics.
- The Deming Cycle Plan-Do-Check-Act for continuous improvement.
- Practical Workshop: Analyzing service performance reports and proposing improvements.

Measuring ITIL Success:

- Understanding KPIs, CSFs, and Metrics in the context of ITIL processes.
- Aligning IT performance with business goals using ITIL best practices.
- Interactive Session: Designing a Service Improvement Plan that reflects ITIL methodology.

Day 5: ITIL Certification Preparation and Practical Applications

- Overview of the ITIL Foundation Certification Exam structure and requirements.
- Key study areas and mock exams for hands-on practice.
- Real-world case studies showcasing successful ITIL implementation in global organizations.
- Final Project: Creating an ITIL-based Service Management Strategy.
- Group Discussion and Q&A: Exam tips, clarifications, and insights for mastering the ITIL Foundation Examination.

Why Attend this Course: Wins & Losses!

- Gain a comprehensive understanding of ITIL best practices and their application in IT Service Management.
- Enhance the quality and efficiency of IT service delivery using ITIL processes.
- Improve business alignment and customer satisfaction through optimized IT processes.
- Achieve global recognition with the ITIL Foundation Certification.
- Prepare for the ITIL Foundation Examination with practical insights and hands-on learning.

Conclusion

The ITIL Foundation Certification is the global benchmark for excellence in IT Service Management. This course empowers participants with the skills to implement ITIL best practices, optimize IT services, and drive business value through effective IT management.

With a strong foundation in ITIL principles and ITIL processes, participants will be ready not only to pass the ITIL Foundation Certification Exam but also to lead IT improvements within their organizations confidently and efficiently.



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