

ITIL 4 Foundation Certification Program: Building Service Excellence

Istanbul (Turkey)

9 - 13 August 2026

UK Traininig

PARTNER



ITIL 4 Foundation Certification Program: Building Service Excellence

Code: IT28 From: 9 - 13 August 2026 City: Istanbul (Turkey) Fees: 4600 Pound

Introduction

The ITIL 4 Foundation course serves as the essential entry point to understanding the key concepts, guiding principles, and core practices of IT Service Management. It explains how effective service management contributes to value co-creation between organizations and customers while supporting digital transformation. The program highlights the role of the Service Value System SVS and the Service Value Chain, as well as the integration of the Four Dimensions of Service Management to achieve holistic and resilient service excellence.

Course Objectives

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

- Understand the fundamental concepts and Guiding Principles of ITIL 4.
- Recognize the Four Dimensions of Service Management.
- Comprehend the components of the Service Value System SVS and its importance.
- Explore ITIL Practices and how they support value co-creation.
- Apply ITIL 4 concepts to real-world IT service management scenarios.

Course Outlines

Day 1: Introduction to ITIL 4 & Service Management Concepts

- Overview of the ITIL 4 framework and its evolution.
- Core concepts of Service Management.
- The nature and purpose of Value Co-Creation.
- Key stakeholders in service relationships.
- Outcomes, costs, risks, and the balance between utility and warranty.

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 service management approach.

Day 3: The Service Value System SVS

- Components of the SVS.
- The Service Value Chain and its activities.
- ITIL Guiding Principles - overview.
- Governance in the SVS.

- The Continual Improvement model.

Day 4: Key ITIL 4 Practices

- Introduction to ITIL Practices and their role in the SVS.
- Incident Management.
- Problem Management.
- Change Enablement.
- Service Desk and Service Level Management.

Day 5: Application & Case Studies

- Additional Practices: Continual Improvement and Information Security Management.
- Case studies and group discussions.
- Applying ITIL 4 concepts in real-world scenarios.
- Developing a service management mindset.
- Wrap-up and key takeaways.

Why Attend this Course: Wins & Losses!

- Gain a complete understanding of ITIL 4 and its practical applications in modern organizations.
- Enhance Service Management capabilities to deliver measurable value to customers and suppliers.
- Leverage the Service Value System and Service Value Chain to strengthen performance and sustainability.
- Master best practices in Incident Management, Problem Management, Change Enablement, and Service Level Management.
- Develop a mindset of Continuous Improvement for long-term success.

Conclusion

The ITIL 4 Foundation Certification Program offers a structured roadmap for adopting a modern approach to IT Service Management. It is the first step toward cultivating a service-oriented and value-driven mindset, empowering organizations to thrive in the era of rapid digital transformation, where service excellence is a key strategic differentiator.



Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)
(Sweden)



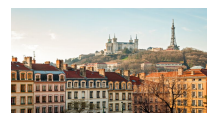
Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Stockholm



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



Florence (Italy)



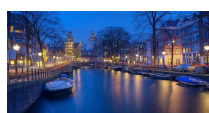
Rotterdam (Netherlands)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



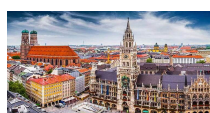
Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

ASIA



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



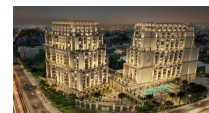
Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut



Blackbird Training Cities

AFRICA



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



المؤسسة العامة للتأمينات الاجتماعية
General Organization for
Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



هيئة تنظيم الكهرباء - عمان
Authority for
Electricity Regulation, Oman

UK Training
PARTNER



Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



International House 185 Tower Bridge
Road London SE1 2UF United Kingdom



+44 7401 1773 35
+44 7480 775526



Sales@blackbird-training.com



www.blackbird-training.com

UK Training

PARTNER

