

ITIL 4 Foundation Certification Program: Building Service Excellence

Kuala Lumpur (Malaysia)

9 - 13 February 2026

UK Training

PARTNER



ITIL 4 Foundation Certification Program: Building Service Excellence

Code: IT28 From: 9 - 13 February 2026 City: Kuala Lumpur (Malaysia) Fees: 4900 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.



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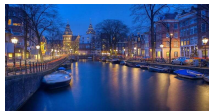
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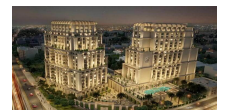
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