

ITIL 4 Foundation Certification Program: Building
Service Excellence Preparation Course

Online

9 - 13 August 2026

UK Training

PARTNER



ITIL 4 Foundation Certification Program: Building Service Excellence Preparation Course

Code: IT32 From: 9 - 13 August 2026 City: Online Fees: 2700 Pound

Introduction

The ITIL® 4 Foundation Preparation Course provides a comprehensive introduction to the essential concepts, guiding principles, and key practices of modern IT Service Management. As organizations continue to accelerate their digital transformation initiatives, the ability to deliver efficient, reliable, and value-driven services has become a critical factor for achieving operational excellence and maintaining a competitive advantage.

This preparation course helps participants understand how service management contributes to value creation through effective collaboration between service providers, customers, partners, and stakeholders. It introduces the Service Value System SVS, the Service Value Chain, and the Four Dimensions of Service Management, enabling participants to develop a holistic understanding of how services are designed, delivered, supported, and continuously improved.

Designed for managers, team leaders, IT professionals, service owners, and individuals seeking to strengthen their understanding of service management practices, the course combines theoretical foundations with practical examples and discussions to support the application of ITIL 4 concepts in real organizational environments.

Course Objectives

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

- Understand the fundamental concepts and guiding principles of ITIL 4.
- Explain how service management contributes to value creation and business success.
- Recognize and apply the Four Dimensions of Service Management.
- Understand the structure and purpose of the Service Value System SVS.
- Explore the Service Value Chain and its role in delivering value.
- Identify key ITIL practices and their contribution to service excellence.
- Understand governance and continual improvement concepts within ITIL 4.
- Apply ITIL 4 principles to practical service management scenarios.
- Improve collaboration between technology teams and business functions.
- Support organizational objectives through effective 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 value creation and value co-creation.
- Service relationships and stakeholder engagement.
- Outcomes, costs, risks, utility, and warranty concepts.
- Practical discussions on service value creation.



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 for effective service delivery.
- Practical exercises on holistic service management.

Day 3: Understanding the Service Value System SVS

- Introduction to the Service Value System.
- Components of the SVS and their interactions.
- The Service Value Chain and its activities.
- Overview of ITIL Guiding Principles.
- Governance and organizational alignment.
- The Continual Improvement Model.

Day 4: Core ITIL 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 principles.
- Real-world service management case studies.
- Group discussions and practical exercises.
- Applying ITIL 4 concepts in organizational environments.
- Final review, assessment, and key takeaways.

Why Attend this Course: Wins & Losses!

- Gain a solid understanding of ITIL 4 concepts and service management practices.
- Improve service management capabilities across the organization.
- Enhance the ability to create and deliver value through services.
- Strengthen service quality, consistency, and operational efficiency.
- Develop practical knowledge of Incident Management, Problem Management, Change Enablement, and Service Level Management.
- Build a culture of continual improvement and service excellence.
- Improve alignment between business objectives and technology services.
- Learn globally recognized service management best practices.



Conclusion

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

Through the exploration of the Service Value System, the Service Value Chain, the Four Dimensions of Service Management, and key ITIL practices, participants develop a comprehensive understanding of how services contribute to business outcomes and customer satisfaction. Practical exercises and real-world examples further enhance the learning experience and help bridge the gap between theory and practice.

Upon completion, participants will be better prepared to apply ITIL-aligned service management practices within their organizations, support digital transformation initiatives, and contribute to the development of 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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