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ITIL 4 Foundation Training

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ITIL 4 Foundation Training

Overview

- Introduction to IT Service Management (ITSM) based on the ITIL 4 framework
 - Understanding modern IT service management concepts and best practices
 - Explanation of the ITIL Service Value System (SVS) and Service Value Chain
 - Introduction to key ITIL practices used in IT operations and service delivery
 - Understanding how ITIL supports digital transformation and business alignment
 - Preparation for the ITIL 4 Foundation certification exam
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Training Objectives

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

- Understand the key concepts and terminology of ITIL 4
- Explain the principles and benefits of IT Service Management (ITSM)
- Understand the structure and components of the ITIL 4 framework
- Describe the ITIL Service Value System (SVS)
- Understand the ITIL guiding principles and their practical application
- Explain the activities within the Service Value Chain
- Identify the four dimensions of service management
- Understand key ITIL practices such as:
 - Incident Management
 - Problem Management
 - Change Enablement
 - Service Desk
 - Service Request Management
 - Continual Improvement

- Understand how ITIL improves service quality, efficiency, and customer satisfaction
 - Prepare for the ITIL 4 Foundation certification examination
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Training Outline

Module 1: Introduction to ITIL 4

- What is ITIL?
 - Evolution of ITIL
 - Benefits of ITIL framework
 - IT Service Management (ITSM) concepts
 - Value and value co-creation
 - Organizations, service providers, consumers, and stakeholders
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Module 2: Key Concepts of Service Management

- Services and products
 - Utility and warranty
 - Service relationships
 - Service offerings
 - Outcomes, costs, and risks
 - Customer experience and value perception
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Module 3: The Four Dimensions of Service Management

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes
- External factors affecting service management

Module 4: ITIL Guiding Principles

- Focus on value
 - Start where you are
 - Progress iteratively with feedback
 - Collaborate and promote visibility
 - Think and work holistically
 - Keep it simple and practical
 - Optimize and automate
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Module 5: Service Value System (SVS)

- Overview of the Service Value System
 - Governance
 - Guiding principles
 - Continual improvement
 - Practices
 - Service Value Chain
 - Opportunities and demand
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Module 6: Service Value Chain

- Plan
- Improve
- Engage
- Design and Transition
- Obtain/Build
- Deliver and Support
- Value streams and workflows

Module 7: ITIL Practices

General Management Practices

- Continual Improvement
- Information Security Management
- Relationship Management
- Supplier Management

Service Management Practices

- Incident Management
- Problem Management
- Service Request Management
- Change Enablement
- Service Desk
- Service Level Management
- Monitoring and Event Management
- Release Management
- Service Configuration Management

Technical Management Practices

- Deployment Management
- Infrastructure and Platform Management
- Software Development and Management

Module 8: Continual Improvement

- Continual improvement model
- Improvement opportunities
- Metrics and measurement
- Assessment and reporting

Module 9: ITIL 4 Practical Scenarios

- Real-world ITSM examples
 - Incident handling scenarios
 - Change management workflow examples
 - Service desk operational scenarios
 - Business alignment use cases
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Module 10: Certification Preparation

- ITIL 4 Foundation exam structure
- Sample exam questions
- Exam tips and techniques
- Practice assessments and discussions