ITIL® 4 Foundation - IT Service Management Certification Training

Duration: **2 Day**

BİLGİNÇ IT Academy
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Overview

The training provides an internationally accredited introduction to modern IT service management (ITSM) practices.

Delivered by **Bilginç IT Academy**, an official **PeopleCert Accredited Training Organisation (ATO)**, this course helps participants understand how ITIL® enables organizations to co-create value and manage digital transformation effectively.

Through this training, learners gain a deep understanding of**the Service Value System (SVS)**, **the Service Value Chain**, **the four dimensions of service management**, and **ITIL's seven guiding principles**.

> ITIL 4 Foundation transforms traditional process-based management into a**value- and experience-centric service approach**.

Bilginç IT Academy is an officially **Accredited Training Organisation (ATO)** by **PeopleCert**, the global leader in professional certification and exam delivery.
As an authorized PeopleCert partner, we deliver accredited training and official certification exams for **ITIL®, PRINCE2®, DevOps, and other PeopleCert-certified programs**, ensuring our learners receive globally recognized credentials with the most up-to-date curriculum.

Visit our official PeopleCert partner page here:Bilginç IT Academy – PeopleCert Official Partner

Important Information:
This course is an official program accredited by PeopleCert and is offered**only together with the corresponding certification exam**. The course fee **includes the exam fee**.
Participants can take the certification exam online through PeopleCert's examination system and earn an internationally recognized certificate.
This practice is mandatory to ensure compliance with PeopleCert's quality standards and accreditation guidelines.

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Prerequisites

There are no formal prerequisites.
A basic understanding of IT operations is beneficial.

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Who Should Attend

- IT professionals at any level
- Service managers and team leads
- Customers and users involved in service delivery
- Anyone looking to enhance their ITSM knowledge or start an ITIL certification journey

What You Will Learn

By the end of this training, you will have gained knowledge and skills in the following areas:

- Understand key concepts of IT service management,
- Describe the purpose and structure of the ITIL 4 Service Value System (SVS),
- Recognise the components and activities of the Service Value Chain,
- Explain the four dimensions of service management,
- Apply the seven ITIL guiding principles in different contexts,
- Explore 15 ITIL practices with in-depth coverage of seven key practices,
- Use ITIL terminology to support value co-creation in organisations.

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Outline

- **Introduction to ITIL 4 and Modern ITSM**
- **Value and Service Thinking** – Service providers, consumers, outputs, and outcomes
- **Service Value System (SVS)** – Integrating governance, practices, and continual improvement
- **Service Value Chain** – Plan, Improve, Engage, Design & Transition, Obtain/Build, Deliver & Support
- **ITIL 4 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
- **Four Dimensions of Service Management**
  - Organisations & People
  - Information & Technology
  - Partners & Suppliers
  - Value Streams & Processes
- **Key ITIL Practices**
  - Service Desk
  - Incident Management
  - Problem Management
  - Service Request Management
  - Change Enablement
  - Continual Improvement
  - Service Level Management

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