CORPORATE COURSE PROGRAMME

ITIL 4 Foundation

Shared service management practices

01
ALIGN
Team goals

02
BUILD
Foundations

03
APPLY
Workplace practice

04
REVIEW
Learning evidence

Shared foundations. Practical application. A programme built around your team.

DESIGNED FOR YOUR ORGANISATION

Dedicated employee group | Agreed learning objectives | Flexible delivery planning

START WITH A SHARED LANGUAGE

Build confidence before the core curriculum.

Who this programme is for

- Service desk and support teams
- IT operations and service managers
- Professionals preparing for ITIL 4 Foundation

Foundation topics

- Service value, outcomes and costs
- Utility and warranty
- Incidents, problems and service requests
- The four dimensions and guiding principles

What your team can develop

- Use a shared service-management vocabulary
- Distinguish restoration from root-cause investigation
- Connect service measures to user needs
- Identify practical service improvements

CORE LEARNING MODULES

Learn the concepts. Apply the reasoning.

MODULE 01

Service management concepts

- Services and products
- Utility and warranty
- Customers, users and sponsors
- Outcomes, costs and risks

Learning outcome: Explain service management concepts and use the covered concepts to reason about a practical scenario.

MODULE 02

Guiding principles

- Focus on value and start where you are
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think holistically, keep it simple, optimize and automate

Learning outcome: Explain guiding principles and use the covered concepts to reason about a practical scenario.

CORE LEARNING MODULES

Learn the concepts. Apply the reasoning.

MODULE 03

Four dimensions

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

Learning outcome: Explain four dimensions and use the covered concepts to reason about a practical scenario.

MODULE 04

Service value system

- Governance
- Guiding principles
- Service value chain activities
- Continual improvement

Learning outcome: Explain service value system and use the covered concepts to reason about a practical scenario.

CORE LEARNING MODULES

Learn the concepts. Apply the reasoning.

MODULE 05

Management practices

- Incident, problem and service request management
- Service desk and service level management
- Change enablement
- Continual improvement and supporting practices

Learning outcome: Explain management practices and use the covered concepts to reason about a practical scenario.

MODULE 06

Knowledge application

- Terminology comparisons
- Practice-purpose scenarios
- Original knowledge checks
- Exam preparation and version review

Learning outcome: Explain knowledge application and use the covered concepts to reason about a practical scenario.

FROM KNOWLEDGE TO ACTION

Make learning relevant to your workplace.

Course-specific team exercise

Follow a recurring service disruption from initial response through restoration, investigation and an improvement proposal.

01	02	03	04
ALIGN	**BUILD**	**APPLY**	**REVIEW**
Team goals	Foundations	Workplace practice	Learning evidence

Before training

Agree roles, experience levels and team objectives. Use an initial knowledge check to identify the foundations that need attention.

During learning

Combine explanations, guided discussion and team practice. Use learning materials and a separate practice mock to review understanding.

At completion

Agree a final learning assessment and feedback approach. Review what employees can explain and apply, rather than treating attendance as proof of competence.

A CLEAR SCOPE BEFORE YOU BEGIN

Know what your corporate programme includes.

- Course foundations before the core modules
- Employee materials and practical exercises
- A separate practice assessment and agreed final learning review
- Certification preparation options, where relevant
- Completion recognition and an employee gift plan agreed in the proposal

Certification is a separate decision

Training supports learning and preparation. Official certification is awarded by the relevant provider under its eligibility, assessment and exam rules. Exam vouchers, official courseware, retakes and certification charges are included only when expressly stated in the written proposal.

Source and scope

This is The AgileNow proposed learning outline, not a claim of provider authorisation or an official exam syllabus. Check certification details with the provider before booking.

View the programme reference

View this corporate course online

LET US BUILD THE PROPOSAL TOGETHER

Turn your training requirement into a clear learning plan.

Discuss your employee group, learning goals and delivery requirements before agreeing the programme scope.

- Course or combination of courses
- Employee roles, experience and group size
- Business goals and expected workplace application
- Preferred delivery, location and dates
- Materials, assessment and certification requirements
- Employee gift preference and budget

START THE CONVERSATION

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Requesting a proposal does not create a booking or payment obligation. Delivery, duration, pricing, certification services and employee gifts are confirmed in the written proposal.