

ITIL 4 FOUNDATION TRAINING

COURSE CODE: TGS-2025052523

Build a strong foundation in ITIL 4 with this training course. Learn to diagnose issues, manage incidents, and apply problem management using the ITIL service value system and value chain. Explore the four dimensions of service management—organizations, technology, value streams, and partners—to enhance IT delivery.

Understand ITIL guiding principles to create actionable plans and align upgrades with business needs. Gain practical knowledge of ITIL practices such as incident management, service desk, and continual improvement to resolve IT issues and optimize operations.

Mode of Training



Classroom



3 Days (9:00 AM - 6:00 PM)

Topic 1: Introduction to Service Management & ITIL Service Value System

- ITIL Service Value System overview
- IT Service Management concepts
- Service relationship model

Topic 2: Four Dimensions of Service Management

- Organizations & people
- Information & technology
- Partners, suppliers & value streams

Topic 3: Service Value Chain

- Plan, improve & engage
- Design & transition
- Obtain, build & deliver

Topic 4: ITIL Guiding Principles

- Focus on value & start where you are
- Collaborate & promote visibility
- Keep it simple, holistic & automated

Topic 5: ITIL Practices

- Continual improvement & change enablement
- Incident & problem management
- Service desk & service request management

FEE & FUNDING

Employer Sponsored SG Citizen & SPR

Full fee: \$1,850 (No GST)

- Nett Fee Payable: \$555 per pax
- Absentee payroll funding & SFEC eligible

Self- Sponsored SG Citizen > 40 yrs

Full fee: \$1,850 (No GST)

- Nett Fee Payable: \$555 per pax
- SFC eligible

Self- Sponsored SG Citizen < 40 yrs & SPR

Full fee: \$1,850 (No GST)

- Nett Fee Payable: \$975 per pax
- SFC eligible

