

Scandinavian Academy Training Center

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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

Course: ITIL 4 Foundation Training

Code	City	hotel	Start	End	price	Language - Hours
IT-827SA	Al Baha	Hotel Meeting	2027-09-12	2027-09-16	10950 SR	En - 25

Introduction

The ITIL 4 training program introduces participants to a modern and flexible framework for IT Service Management (ITSM) that aligns technology and business strategies. ITIL 4 provides a practical approach to managing IT services, enabling organizations to adapt to rapid changes, enhance efficiency, and deliver value to their stakeholders. By focusing on the integration of IT and business, the program emphasizes the importance of collaboration, flexibility, and continuous improvement.

General Objective

The primary goal of this program is to equip participants with a comprehensive understanding of the ITIL 4 framework and its practical application in managing and improving IT services. Participants will learn how to enhance service delivery, streamline processes, and foster collaboration between IT teams and business functions.

Program Objectives

- Understand the core principles and concepts of ITIL 4.
- Explore the ITIL 4 Service Value System (SVS) and its components.
- Learn how to create, deliver, and improve IT services in alignment with business needs.
- Identify opportunities to improve IT practices using ITIL 4 guidelines.
- Apply ITIL 4 principles to enhance collaboration and overcome organizational silos.
- Recognize the role of IT in achieving organizational goals and delivering value.

Target Audience

- IT professionals responsible for managing or improving IT services.
- Managers and team leaders looking to align IT services with organizational objectives.
- Business professionals involved in IT service delivery and support.
- Individuals interested in gaining a practical understanding of ITIL 4 concepts.

Program Content

Service Management Fundamentals

- Introduction to ITIL 4
- The ITIL 4 Service Value System (SVS)
- Key concepts: Value, Outcomes, Costs, and Risks
- Understanding services, products, and service offerings

The Four Dimensions of Service Management

- Organizations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes

The Service Value System (SVS)

- Overview of the Service Value System
- Guiding Principles of ITIL 4
- Governance and its role in ITSM
- Continual Improvement and its importance

The Service Value Chain

- Components of the Service Value Chain
    - Plan
    - Improve
    - Engage
    - Design & Transition
    - Obtain & Build
    - Deliver & Support
- Addressing the challenges of organizational silos

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

ITIL Practices Overview

- General Management Practices
    - Continual Improvement
    - Information Security Management
    - Supplier Management
    - Relationship Management
- Service Management Practices
    - Incident Management
    - Problem Management
    - Service Desk Operations
    - Change Enablement
    - Service Request Management
- Technical Management Practices

- IT Asset Management
- Service Configuration Management
- Deployment and Release Management

The Scandinavian Academy for Training Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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