

Digital Skills

ITIL® 4 Foundation Certificate – IT Service Management

Course Details

Price

£1,495.00

Start date

16 March 2026

Length

3 full days (09:00-17:00)

CPD Points

21.00

Course Overview

The ITIL® 4 Foundation Certificate course provides comprehensive first-level training for anyone involved in provision, support, or delivery of IT-enabled services in a modern digital organisation. It teaches the fundamentals of the very latest version of the most widely adopted guidance on IT service management (ITSM) in the world.

Please note that if this course is being delivered face to face. The deadline for applications is 10 days prior to the course start date.

Course Content

This course is aimed at all levels of IT professionals, customers and users involved in the provision or receipt of IT Services in any organisation.

Flexible learning that works for you

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Content covered includes:

- Key concepts in the ITIL 4 framework that build upon Lean, Agile, DevOps and other practices, and how these enable business value to be co-created
- The seven guiding principles of ITIL 4
- ITIL service value system
- The four dimensions of service management
- The ITIL practices with a focus on 15 of these, of which 7 will be covered in detail

The course comprises interactive learning sessions, exercises that reinforce the knowledge gained and practice exam questions.

In preparation for taking the certificate exam on the final day, you will need to spend 90-120 minutes each evening on revision and example examination questions.

Benefits

ITIL 4 Foundation introduces you to the Service Value System (SVS) which describes how all the components and activities of the organisation work together as a system to enable value creation. The ITIL SVS supports many work approaches, such as Agile, DevOps and Lean as well as traditional process and project management, with a flexible value-oriented operating model.

Next Steps

If you would like to book a place on this course please click on the **'Book Course'** button to the right of this page and login or register for a user account to complete your booking(s). Any queries please do not hesitate to contact us via admin@gta.gg or call us on 01481 224570.

If no date is scheduled for this course at the present time please click on the **'Register Interest'** button and login or register for a user account so that we can add you to our course interest register. This register allows us to contact our tutors and finalise dates for a course as soon as we have a few people who have expressed their interest, so the more delegates who register their interest, the sooner we can schedule a particular course.

Course Tutor

QA The UK's leading tech skills organisation

QA are a training provider who create capabilities, build confidence and break down barriers to opportunity. QA shape the next generation of technologists, leaders and innovators through training. They know that if they get it right for the individual, they will get it right for our customers. QA exist at the forefront of the digital revolution and provide the skills to build a new digital culture and enrich society – one learner at a time.