



Empowering IT Professionals

(ITIL® 4 Foundation Training Program)

- **Align IT with Business • Improve Service Delivery**
- **Drive Digital Transformation**

Audience

In today's digital age, organizations rely heavily on IT services to deliver value. ITIL® 4 provides a globally recognized framework to help businesses manage IT services effectively, improve customer satisfaction, and drive innovation.

Ideal for:

- IT Support Professionals
- System & Network Administrators
- Service Desk Analysts
- IT Managers & Team Leads
- Business Process Owners
- Aspiring IT Service Management Professionals

Course Description

The ITIL® 4 Foundation Training introduces participants to modern IT Service Management (ITSM) principles, practices, and value delivery approaches. It provides a strong foundation in ITIL® 4 concepts and prepares participants for the ITIL® 4 Foundation Certification, recognized globally as the entry-level credential for ITSM professionals.



Course Description

Core Modules Include:

- Introduction to ITIL® 4 and Service Management
- The Four Dimensions of Service Management
- The ITIL® Service Value System (SVS)
- ITIL® Guiding Principles
- The Service Value Chain and Practices
- Key ITIL® Practices: Incident, Problem, Change, Service Desk, and Continual Improvement
- Digital Transformation and ITIL® in the Agile, DevOps & Cloud Era

Includes real-life case studies, group exercises, templates, and project simulations.

Training Details

Duration: 3 days

Training Fee: N400,000(excluding tax)





Hub 43, 2nd floor 8, Jubilee way, CMD
Road Magodo Lagos.

Contact us via 08094435952 and 08033437278

 www.alfred-victoria.com