



ITIL Foundation & Asset Management Essentials

17 - 21 Nov 2025
Dubai - Marriott Hotel Al Jaddaf, Dubai

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Course Overview:

The ITIL® 4 Foundation & IT Asset Management Practitioner Exam Prep Course is a comprehensive program designed for IT professionals seeking to master IT Service Management ITSM frameworks and asset lifecycle practices. This course combines the foundational principles of the ITIL 4 Foundation with a practical deep dive into IT Asset Management ITAM, Incident Management, and tool-based service desk operations. Participants will gain a solid understanding of the ITIL 4 Service Value System SVS, guiding principles, and the lifecycle of IT assets, including classification, license management, contract tracking, and compliance strategies. Through real-world scenarios, participants will also explore Incident Response strategies using ManageEngine's ServiceDesk Plus and AssetExplorer platforms. By the end of the course, attendees will be equipped to pass the ITIL 4 Foundation certification and apply ITIL Practitioner best practices with confidence.

Keywords used: ITIL 4 Foundation, ITIL Practitioner, IT Asset Management, ITIL Certification, Incident Management, ITAM Training, ITIL Online Course, ITIL 4 Exam Prep, IT Service Management, ServiceDesk Plus, ManageEngine Training, ITIL 4 SVS, Asset Lifecycle, ITIL for IT Professionals, ITIL 4 Incident Response, ITIL Best Practices, IT Governance, ITIL Asset Compliance, AssetExplorer, ITSM Tools Training.

Target Audience:

- IT Support Specialists and Helpdesk Agents
- IT Operations Managers
- System and Network Administrators
- IT Asset Managers and License Managers
- IT Service Delivery Managers
- IT Governance and Compliance Officers

Targeted Organizational Departments:

- IT Service Management ITSM
- Asset Management & Procurement
- Governance, Risk, and Compliance GRC
- IT Operations & Infrastructure
- Software License & Contract Management
- Support and Incident Response Teams



Targeted Industries:

- Government & Public Sector
- Banking and Financial Services
- Healthcare and Hospitals
- Energy & Utilities
- Manufacturing and Industrial Firms
- IT Service Providers and MSPs

Course Offerings:

By the end of this course, participants will be able to:

- Explain core concepts of the ITIL 4 Foundation and Service Value System SVS
- Describe the full lifecycle of IT assets and implement ITAM best practices
- Execute Incident Management aligned with ITIL 4 Practitioner guidance
- Apply IT Governance principles and ensure asset compliance
- Navigate and simulate real tools like ServiceDesk Plus and AssetExplorer
- Prepare for and pass the ITIL 4 Foundation and Practitioner IM exams

Training Methodology:

This course uses a blended learning methodology combining instructor-led workshops, case studies, exam simulations, and tool demonstrations. Participants will engage in interactive group activities, hands-on sessions using ServiceDesk Plus and AssetExplorer, and real-life scenarios extracted from IT operations. Quizzes and reflection sessions are held daily to reinforce key learnings. Participants receive focused exam prep aligned with Bloom's Level 2 and 3 competencies, ensuring both conceptual understanding and application.

Course Toolbox:

- ITIL 4 Foundation study workbook
- IT Asset Management hacks guide ServiceDesk Plus
- Incident Management syllabus AXELOS
- Practice exam questions and answer sets
- Role-play and case-based scenarios
- Tool simulations ManageEngine platforms
- Asset classification templates and lifecycle checklists

Course Agenda:



Day 1: ITIL® 4 Foundation Fundamentals

- **Topic 1:** Introduction to ITIL 4 and Service Value System SVS
- **Topic 2:** The Four Dimensions of Service Management
- **Topic 3:** Guiding Principles and Governance in ITIL 4
- **Topic 4:** ITIL 4 Practices Overview: Focus on ITAM and IM
- **Topic 5:** Understanding Value Streams and Processes
- **Topic 6:** Key Terms and Definitions for ITIL Foundation Exam
- **Reflection & Review:** ITIL Foundation Concepts Quiz & Group Recap

Day 2: IT Asset Management Essentials

- **Topic 1:** Classifying IT & Non-IT Assets Static & Dynamic Groups
- **Topic 2:** Agent-based Scanning & Periodic Asset Discovery
- **Topic 3:** Software License Management & Compliance
- **Topic 4:** Asset Lifecycle: Procurement to Disposal
- **Topic 5:** Suite License Management and Reuse
- **Topic 6:** Managing Asset Contracts and Vendor Relationships
- **Reflection & Review:** ITAM Simulation Exercise with Tool Review

Day 3: ITIL 4 Practitioner: Incident Management

- **Topic 1:** Purpose, Scope, and Objectives of Incident Management
- **Topic 2:** Key Roles and Responsibilities: IM, Ops, Support
- **Topic 3:** Incident Models, Prioritization, and Major Incidents
- **Topic 4:** Metrics, KPIs, and Continual Improvement
- **Topic 5:** Integration with Change, Problem, and Event Management
- **Topic 6:** Tool Automation for Escalation and Notifications
- **Reflection & Review:** Practitioner Practice Test & Scenario Mapping

Day 4: Tools in Practice: ManageEngine Lab Day

- **Topic 1:** ServiceDesk Plus Configuration and Use Cases
- **Topic 2:** AssetExplorer for License, Contract, and Audit Tracking
- **Topic 3:** Desktop Management and MDM Integration
- **Topic 4:** Blacklisting Software & Prohibited Applications
- **Topic 5:** Auto Assignment and Asset Site Management
- **Topic 6:** ServiceDesk Plus + Desktop Central Integration
- **Reflection & Review:** Tool-Based Case Study + Group Feedback



Day 5: Certification Readiness + Strategy

- **Topic 1:** ITIL 4 Foundation Exam Strategy and Practice
- **Topic 2:** Practitioner: Incident Management Exam Strategy
- **Topic 3:** Sample Exam Questions and Rationales
- **Topic 4:** Mapping Learnings to Real Job Roles
- **Topic 5:** Asset Compliance and IT Governance Recap
- **Topic 6:** Final Q&A + Certification Roadmap
- **Reflection & Review:** Confidence Mapping & Course Wrap-Up

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No prior certification is required. However, a basic understanding of IT operations and service management will help participants better grasp ITIL® concepts.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session is structured to last 4–5 hours, with breaks and interactive exercises included. The total duration is approximately 25 hours across 5 days.

Will hands-on practice with ServiceDesk Plus and AssetExplorer be available?

While the course includes tool demonstrations, simulations, and walkthroughs, full tool access is not provided. Instead, participants gain actionable insights and examples on using these ITSM tools in real environments.

How This Course is Different from Other ITIL® 4 Courses:

Unlike most generic ITIL® 4 courses, this program uniquely blends certification preparation with practical, tool-driven IT Asset Management and Incident Management training. By incorporating ManageEngine tools like ServiceDesk Plus and AssetExplorer, this course bridges theory with reality. It addresses both Bloom's Level 2 understanding and Level 3 application, enabling participants to immediately apply knowledge on the job. Daily reviews, real-life case studies, and exam simulations enhance retention and confidence. This dual-focus approach ensures you're not only prepared to pass the ITIL® 4 exams, but also to lead compliant, effective, and responsive ITSM practices in your organization.

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**Environment &
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WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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