

# Infrastructure Library for Information Technology Foundation

29 March – 2 April 2027
London

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## Overview

The Infrastructure Library for Information Technology Foundation provides entry-level grounding in modern IT service management, clarifying how technical teams and cross-functional business units co-create value through digital services. This introductory one-week syllabus introduces the core concepts of the v4 framework, including the four dimensions of service management, the service value system, and the guiding principles that steer daily operational decisions. Participants explore fundamental service management practices across incident resolution, problem identification, change enablement, and service desk coordination. Designed for professionals seeking foundational clarity and structured preparation for foundation-level assessment, this learning experience equips cross-functional staff with common terminology and operating concepts. This course is delivered by Agile Leaders Training Center.

## Who Should Attend

- New IT professionals seeking a solid grounding in IT service management principles
- Project managers and business analysts coordinating technical delivery streams
- Service desk technicians, support engineers, and technical operations staff
- Quality assurance specialists and process coordinators working alongside IT teams
- Cross-functional practitioners preparing for foundation-level certification examinations

## Departments and Industries

This entry-level programme supports cross-functional teams and operational units across service-oriented sectors.

- Information Technology and Technical Support Services
- Service Desk and End-User Computing Units
- Project Delivery and Business Operations Teams
- Telecommunications, Digital Services, and E-Commerce
- Healthcare, Banking, and Public Sector Organisations

## Learning Objectives

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

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- Explain the core concepts and terminology of the modern service management framework.
- Describe the four dimensions of service management and their operational interdependencies.
- Examine how the service value system and service value chain transform demand into value.
- Apply the foundational guiding principles to routine technical and operational choices.
- Distinguish between key general management, service management, and technical management practices.
- Prepare systematically for formal foundation certification through practice reviews and scenario analysis.

## Course Agenda

### Day 1: Foundational Service Concepts and Guiding Principles

- Introduction to IT service management terminology, service relationships, and co-created value
- Understanding service offerings, utility, warranty, and stakeholder roles
- Exploration of the four dimensions of service management: organisations, information, partners, and value streams
- Reviewing the core guiding principles that support collaborative service culture
- Initial review questions and terminology flashcard exercises

### Day 2: The Service Value System and Value Chain

- Architecture of the service value system and the role of governance
- The six core activities of the service value chain: plan, improve, engage, design and transition, obtain and build, and deliver and support
- Connecting consumer demand to realized value through end-to-end streams
- Introduction to continual improvement as an overarching operational habit
- Practical mapping exercise tracing a customer request through the value chain

### Day 3: Core Service Management Practices

- Service desk functions and effective user interaction workflows
- Incident management principles and prioritization mechanisms
- Problem management fundamentals: distinguishing incidents, workarounds, and known errors
- Service request management and standard fulfilment procedures
- Scenario review comparing reactive firefighting with structured problem diagnosis

### Day 4: Governance, Change, and Service Asset Practices

- Change enablement basics: balancing operational agility with risk management
- Service level management: establishing realistic expectations and performance indicators
- Service configuration management and asset inventory concepts
- Continual improvement register creation and baseline evaluation
- Practice test questions covering service management practices and governance

## Day 5: Implementation Readiness and Certification Preparation

- Cross-functional collaboration and breaking down departmental silos
- Practical steps for introducing foundational concepts into existing work environments
- Sample examination practice with structured question debriefs and rationale analysis
- Exam techniques, question breakdown strategies, and time management tips
- Individual action planning for organizational adoption and examination readiness

## Practical Exercises

Participants consolidate foundational theory through practical individual and group exercises.

- Categorize organizational challenges against the four dimensions of service management.
- Map a standard IT incident through value chain activities to identify handoff delays.
- Review sample foundation exam questions and debate the rationale behind correct answers.
- Develop a personal revision plan focused on high-weight framework practice areas.

## FAQs

### What level of experience is required for this course?

This is an introductory foundation-level course. There are no formal prerequisites, making it accessible to both new IT staff and experienced professionals seeking framework orientation.

### How does this course prepare participants for foundation certification?

The syllabus covers all topics required for foundation-level understanding, supported by review questions, scenario analyses, and exam-taking strategies throughout the one week.

### How does this foundation course differ from advanced service management training?

This course concentrates on core concepts, shared vocabulary, and baseline practices across the service value system, whereas advanced courses explore strategic architecture and complex implementation workflows.

### Is this programme suitable for non-technical team members?

Yes. Business analysts, project coordinators, and cross-functional team members benefit from learning the common terminology and service delivery models used by technical departments.

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## Conclusion

By completing this course, participants gain a thorough understanding of the service value system, the four dimensions of service management, and core operational practices. Attendees leave equipped with common operational language, practical tools for everyday collaboration, and confident preparation to undertake foundation-level certification.