

Updated on 06/01/2026

Sign up

ITIL Service Certification Training

3 days (21 hours)

Overview

The ITIL Service training helps you structure and improve IT service management to enhance quality, reduce response times, and increase user satisfaction. It draws on real-world scenarios (incidents, requests, changes) to make your practices immediately applicable.

You will clarify the purpose of ITIL: aligning IT with business needs, driving value, and managing risks through standardized practices. We cover the service lifecycle, roles, metrics, and continuous improvement, in conjunction with your ITSM tools.

The approach is hands-on: service mapping workshops, incident management simulations, and the development of a request flow and change process. Deliverables: service catalog template, RACI matrix, KPIs (SLA/OLA), improvement backlog, and operational checklists.

Objectives

- Define a service and its value to stakeholders.
- Structure a service catalog and SLA commitments.
- Implement Incident, Request, and Change management practices.
- Measure performance via KPIs and service reviews.
- Develop a prioritized continuous improvement plan.

Target Audience

- ITSM leaders and managers
- IT Project Managers / Product Owners
- Level 1/2/3 support technicians
- Operations / Production Managers

Prerequisites

- Basic understanding of IT organization (support, operations, projects)
- Understanding of tickets: incident, request, problem
- Basic knowledge of service quality (SLA, prioritization)
- Ability to interpret processes and roles (RACI)

Technical requirements

- Modern browser (Chrome/Firefox/Edge)
- Access to a test ITSM tool or equivalent (ServiceNow, Jira Service Management, GLPI) or provided materials

Our ITIL Service Training Program

[Day 1 - Morning]

ITIL 4 Fundamentals and the Service Management Approach

- Clarifying concepts: service, value, co-creation, outcomes vs. outputs
- Understanding the Service Value System (SVS) and its components
- Exploring the Service Value Chain: Plan, Improve, Engage, Design & Transition, Obtain/Build, Deliver & Support
- Identify roles and responsibilities: Service Owner, Process Owner, Support, Change Authority
- Hands-on workshop: Mapping a service (customers, stakeholders, expected value, metrics).

[Day 1 - Afternoon]

Governance, guiding principles, and continuous improvement

- Apply the 7 ITIL guiding principles (value focus, iterate, collaborate, simplicity, etc.)
- Establishing governance: decision-making, prioritization, risk management, and compliance
- Structuring continuous improvement: model, improvement backlog, short cycles
- Define useful metrics: KPIs, SLAs/SLOs, value-oriented dashboards
- Hands-on workshop: Build an improvement backlog and a mini-dashboard (KPIs/SLOs) for a service.

[Day 2 - Morning]

Support & Operations: Incidents, Requests, and Knowledge Base

- Implementing Incident Management practices: prioritization, escalation, communication, recovery
- Structuring Service Request Management: catalog, workflows, automation, approvals
- Organizing the Service Desk: channels, support levels, routing rules
- Leverage Knowledge Management: KCS, articles, governance, and quality
- Hands-on workshop: Design an incident workflow + a knowledge article template (standard resolution).

[Day 2 - Afternoon]

Problems, changes, and production rollouts

- Implementing Problem Management: Root Cause Analysis (RCA), known errors, workarounds, prevention
- Defining Change Enablement: standard/normal/urgent, risk assessment, CAB/authorities
- Preparing Release Management: release plan, windows, communication, Go/No-Go criteria
- Ensuring traceability with Configuration Management: CI, CMDB, relationships, and impacts
- Hands-on workshop: Perform an impact analysis (CMDB) and create a change plan + rollback plan.

[Day 3 - Morning]

Design and service levels: catalog, SLAs, and quality

- Building a service catalog: services, offerings, options, costs, and responsibilities
- Defining Service Level Management: SLAs, SLOs, OLAs, UC, and measurement rules
- Implementing Availability Management: objectives, redundancy, RTO/RPO, monitoring
- Managing Capacity & Performance: trends, thresholds, capacity plan, application performance
- Hands-on workshop: Drafting a service description + a measurable SLA/SLO and an associated monitoring plan.

[Day 3 - Afternoon]

Alignment, governance, and ITIL action plan

- Linking ITIL to Agile/DevOps practices: workflows, collaboration, automation, feedback
- Defining an Operational Model: RACI, rituals, committees, priority management
- Implementing risk management and business continuity: scenarios, testing, communication
- Developing a roadmap: quick wins, dependencies, change management, and adoption
- Hands-on workshop: Building a 90-day ITIL deployment plan (objectives, milestones, metrics, risks).

Target Audience

This training is intended for both individuals and companies, large and small,

wishing to train their teams in new, advanced IT technology or to acquire specific industry knowledge or modern methods.

Placement upon enrollment

The pre-training assessment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency with various types of technology, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth running of the training session.

Teaching Methods

Practical Course: 60% Practical, 40% Theory. Training materials distributed in digital format to all participants.

Organization

The course alternates between theoretical input from the trainer, supported by examples and reflection sessions, and group work.

Assessment

At the end of the session, a multiple-choice questionnaire is used to verify that the skills have been properly acquired.

Certification

A certificate will be issued to each trainee who has completed the entire training program.