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ITSM Training - The Fundamentals

3 days (21 hours)

Overview

IT Service Management (ITSM) encompasses the principles, practices, and methods used to organize, manage, and improve IT services in order to create greater value for users and the organization. Our ITSM - The Fundamentals training course will help you understand the essential concepts of IT service management and provide you with a structured overview of the principles that underpin today's ITSM approach. You will learn about the Service Value System (SVS), the Service Value Chain, Value Streams, and the 7 Guiding Principles. The course also presents the 34 ITIL practices, their roles, and how they interact in the delivery and improvement of services. You will study the changes between ITIL V3, ITIL 4, and ITIL V5, particularly regarding value co-creation, governance, and sustainability. You will also learn about the positioning of the ISO/IEC

20000-1:2018 standard and how it complements ITIL best practices. This approach enables technical, business, and managerial teams to share a common vocabulary, better understand service organization, and identify the levers for improving service quality and value. By the end of the training, participants will be able to understand the fundamentals of ITSM and identify the key principles for organizing and improving IT services.

Objectives

- Understand the Service Value System (SVS) and its role in creating value.
- Explain the Service Value Chain (SVC) and its key activities.
- Apply the 7 Guiding Principles in an operational context.
- Describe the 34 ITIL 4/5 practices, their roles, and how they interact.
- Understand the concept of value co-creation and its importance in ITIL V5.
- Distinguish between ITIL V5, ITIL V4, and ITIL V3, and understand the major changes.
- Position the ISO/IEC 20000-1:2018 standard within the modern ITSM ecosystem.
- Identify the Value Streams and their role in service management.
- Understand the importance of sustainability, governance, and the impact of the new focus areas in ITIL V5.

Target Audience

- Any professional involved in IT services: CIOs, technicians, consultants, project managers, IT sales representatives, quality managers, etc.

Prerequisites

- None

Curriculum for our ITSM Training Course—The Fundamentals

[Day 1 - Morning]

Understanding ITSM and IT Service Management

- Defining IT Service Management (ITSM) and Its Objectives
- Understanding the concepts of service, product, utility, guarantee, outcome, and value
- Identifying stakeholders, providers, consumers, and users of services
- Understanding the concept of value co-creation between provider and consumer
- Positioning ITIL within the ecosystem of IT service management frameworks
- Hands-on workshop: mapping an IT service, its stakeholders, and the expected value

[Day 1 - Afternoon]

Service Value System and Value Creation

- Understanding the role of the Service Value System (SVS)
- Identifying the components of the SVS and how they interact
- Linking opportunities, requests, activities, and value creation
- Understand the role of governance and continuous improvement
- Position ITIL practices within the value system
- Analyze how the SVS operates within an IT service organization

Service Value Chain and Value Streams

- Understanding the Service Value Chain (SVC) and its contribution to value creation
- Examining the key activities of the Service Value Chain and how they interact
- Understanding the concept of a Value Stream in service management
- Identify the activities and practices used to deliver a service
- Build a value stream tailored to an operational need
- Hands-on workshop: modeling a value stream from a user request through to value creation

[Day 2 - Morning]

The 7 Guiding Principles of ITIL

- Understand the 7 Guiding Principles and their role in decision-making
- Focus on value and Start where you are
- Progress Iteratively with Feedback and Collaborate and Promote Visibility
- Think and work holistically and Keep it simple and practical
- Optimize and Automate in the Context of IT Services
- Hands-on Workshop: Applying the Guiding Principles to an IT Service Improvement Scenario

[Day 2 - Afternoon]

ITIL Practices: General Management and Service Management

- Understanding the organization and role of the 34 ITIL practices
- Discover general management practices and their contribution to the value system
- Understanding service management practices and how they interact
- Identify the roles of Incident Management, Problem Management, and Service Request Management
- Understand Change Enablement, Service Level Management, Service Desk, and Continual Improvement
- Relate the key practices to operational situations encountered by an IT department

Technical Practices and Operational Interactions

- Understand the role of technical management practices in ITIL
- Understand the context of Deployment Management, Infrastructure and Platform Management, and Software Development and Management
- Understand the interactions between general practices, service practices, and technical practices
- Identify the practices used in different service management scenarios
- Link ITIL practices to existing processes and responsibilities within the organization
- Hands-on workshop: Select and coordinate the practices needed to address a complete IT scenario

[Day 3 - Morning]

The Evolution of ITIL and Co-Creation of Value

- Understand the evolution from ITIL V3 to ITIL 4 and the changes associated with ITIL V5

- Identify differences in philosophy, structure, and value management
- Understand the shift from a process-centered approach to a value-oriented approach
- Explore the concept of value co-creation and its importance
- Identify the impact of new technological, organizational, and environmental expectations
- Position the different generations of ITIL within the evolution of ITSM

[Day 3 - Afternoon]

ISO/IEC 20000-1:2018 and Service Governance

- Explore the ISO/IEC 20000-1:2018 standard and its role in ITSM
- Understand the relationships and complementarities between ISO/IEC 20000-1 and ITIL
- Identify the requirements of a service management system
- Understand the role of governance, responsibilities, and oversight
- Link service quality, compliance, continuous improvement, and value creation
- Identify the contributions of ISO/IEC 20000-1 to a structured ITSM approach

Sustainability, Governance, and Modern ITSM

- Understand the evolution of ITSM in response to new organizational challenges
- Integrating sustainability into thinking about value and service management
- Understand the growing importance of governance in ITSM practices
- Identify the impacts of automation, the cloud, and new technologies on service management
- Building a coherent vision across SVS, SVC, value streams, practices, and continuous improvement continuous
- Hands-on workshop: Analyzing an organization's maturity and identifying initial steps to improve its IT services

Target Audience

This training is intended for both individuals and companies—large or small—that wish to train their teams in new, advanced IT technologies or to acquire specific business knowledge or modern methods.

Assessment 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 in various types of technologies, 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

Hands-On Training: 60% hands-on, 40% theory. Training materials distributed in digital format to all participants.

Organization

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

Assessment

At the end of the session, a multiple-choice quiz is administered to verify that participants have successfully acquired the skills.

Certification

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