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(24 HRS)

IT SERVICE MANAGEMENT AND HELP DESK OPERATIONS (ITIL 4 FOUNDATION)



Course Synopsis

This course prepares participants for success in the ITIL 4 Foundation examination by building a strong understanding of the **ITIL 4 service management framework** and its relevance to modern digital organisations. Participants will explore how ITIL has evolved to support contemporary technologies, agile ways of working, and value-driven service delivery. The course introduces the common language, core concepts, and guiding principles of ITIL 4, while developing an overall understanding of managing modern IT-enabled services. Participants will also discover how to apply ITIL guidance to improve individual performance, service quality, and organisational effectiveness in real workplace contexts and exam readiness overall.

Course Code: TGS-2026064617

Prerequisites

Completed the following courses awarded by @ASK Training:

- Introduction to Information Technology (IT)
- Understanding Computer Hardware & Peripherals
- Operating Systems and Desktop Support
- Network Fundamentals and Troubleshooting
- Cybersecurity Essentials
- IT Troubleshooting and Problem Solving

Language:

- Attained at least WPLN Level 5 OR
- Obtained Grade C6 for GCE O-Level English OR
- Other equivalent qualifications

Academic:

- Obtained at least a pass or C6 at GCE O-Level in at least 3 subjects OR
- Candidates with other qualifications will be considered on a case-by-case basis OR
- Mature candidates (≥ 30 years old) with 8 years of relevant working experience

Total Training Hours:

- 24-hours, including a 2-hour assessment
- Written Assessment

Learning Units



Learning Unit 1

Key Concepts of Service Management



Learning Unit 2

Key concepts of ITIL 4



Learning Unit 3

The Guiding Principles



Learning Unit 4

ITIL 4 Management Practices

Course Objectives

By the end of this course, learners should be able to:

- ✓ Explain the relationships between value, products, services, and service offerings, and how these contribute to value creation for stakeholders, including organisations, service providers, service consumers, and other relevant parties.
- ✓ Identify the roles of service consumers, including customer, user, and sponsor, within the context of service management.
- ✓ Differentiate key service management concepts such as utility, warranty, outcome, output, cost, and risk in relation to value creation.
- ✓ Explain the four dimensions of service management and the components of the ITIL service value system (SVS).
- ✓ Analyse the interconnected nature of the service value chain, including the purpose of each value chain activity and how they support value streams in delivering value.
- ✓ Apply the ITIL guiding principles by explaining their individual purposes, usage, and how they interact to support decision-making and continual improvement across service management practices.
- ✓ Recall the purpose and key terminology of the 15 ITIL practices to establish foundational understanding.
- ✓ Explain the objectives and activities of seven key ITIL practices that include incident management, service request management, service desk, problem management, continual improvement, service level management, and change enablement, and how they integrate within the service value chain.



Programme Fee

S\$1,417.00

(inclusive of
9% GST)

PROGRAMME FEE AFTER ELIGIBLE SSG SUBSIDIES:

From **S\$165.10**

(inclusive of 9% GST) after 90% SSG Subsidies

 Self-Sponsored	Course Fee before Subsidy and GST	Eligible Funding	Nett Fees Payable incl. 9% GST
Singapore Citizens ≥ 40 years old	S\$1,300.00	90% SkillsFuture Funding	S\$165.10
Singapore Citizens, PRs or LTVP+ Holders ≥ 21 years old		70% SkillsFuture Funding	S\$425.10

SkillsFuture Credits can be used on top of existing subsidies

 Company-Sponsored	Course Fee before Subsidy and GST	Eligible Funding	Nett Fees Payable incl. 9% GST
Small-to-Medium Enterprise (SME) Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old	S\$1,300.00	90% SkillsFuture Funding	S\$165.10
Non-SME Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old		70% SkillsFuture Funding	S\$425.10
Non-SME Singaporean Citizens ≥ 40 years old		90% SkillsFuture Funding	S\$165.10

Singapore Citizens 21 years old and above who meet special criteria* may be eligible for Additional Course Fee Funding Support (AFS) of 95% Subsidy. AFS is only eligible for SkillsFuture Career Transition Programme applicants.

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