

ITIL® Foundation Course

Certificate: ITIL® Foundation

Duration: 3 days

Course Delivery: Classroom (Group Live) ,
eBook

Language: English

Credits: 2 Credits to ITIL Expert

PMI® PDUs: 18

NASBA CPEs: 21

Course Description:

This exciting and dynamic 3-day course, fully updated for ITIL 2011, introduces learners to the lifecycle of managing IT services to deliver to business expectations. As well as an engaging, case study based approach to learning the core disciplines of the ITIL best practice, this course also positions the student to successfully complete the associated exam, required for entry into the future ITIL intermediate level training courses.

The ITIL best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.

Audience:

IT Management, IT Support Staff, IT Consultants, Business Managers, Business Process Owners, IT Developers, Service Providers, System Integrators

Learning Objectives:

At the end of this course, you will be able to:

- Identify the key principles and concepts of IT Service Management.
- Identify the benefits of implementing ITIL in an organization.
- Identify the Service Management processes and how they map to the Service Lifecycle.
- Identify the basic concepts and definitions related to the Service Lifecycle.
- Identify the activities and roles involved with the Service Lifecycle.
- Identify the relationship of each component of the Service Lifecycle and how they map to other components.
- Identify the factors that affect the effectiveness of the Service Lifecycle.

Course Organizational Logistics:

- Classroom with U-shaped seating arrangement
- Whiteboard, projector, flipchart
- 25 students maximum
- Course runs 08:30 – 5:00 each day
- If required, the exam can be scheduled from 4:00 – 5:00 on the last day

Prerequisites:

None, although a familiarity with IT service delivery will be beneficial.

About the Examination:

- Accredited Foundation training is strongly recommended but not a prerequisite.
- The exam is a closed book, forty (40) multiple-choice questions. The pass score is 65% (26 out of 40 questions). The exam lasts 60 minutes.

Credits:

- Upon successful passing of the ITIL Foundation exam, the student will be recognized with 2 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 18
- NASBA CPEs 21

Agenda:

Day1	Day2	Day3
1. Introduction	5. Service Design	8. Continual Service Improvement
2. Service Management as a Practice	6. Service Transition	9. Technology and Architecture
3. Service Lifecycle		
Lunch	Lunch	Lunch
3. Service Lifecycle	6. Service Transition	10. Exam Preparation
4. Service Strategy	7. Service Operation	Course Evaluation
5. Service Design	7. Service Operation	Exam
Homework (review of day's material)	Homework (review of day's material)	

Course Outline :**Unit 1: Course Introduction**

- 1.1 Student and Instructor Introductions
- 1.2 ITIL® Foundation Course
- 1.3 Course Learning Objectives
- 1.4 Course Agenda
- 1.5 ITIL Qualification Scheme
- 1.6 Exercise — The Arora Family

Unit 2: Service Management as a Practice

- 2.1 Best Practices in the Public Domain
- 2.2 ITIL as a Good Practice

- 2.3 Concept of Service
- 2.4 Concept of Service Management
- 2.5 Processes and Functions
- 2.6 The RACI Model
- 2.7 Roles and Responsibilities
- 2.8 Exercise — The Lost Laundry
- 2.9 Module Summary
- 2.10 Test Questions for Service Management as a Practice

Unit 3: Service Lifecycle

- 3.1 The Service Lifecycle
- 3.2 Basic Concepts of Service Strategy
- 3.3 Basic Concepts of Service Design
- 3.4 Basic Concepts of Service Transition
- 3.5 Basic Concepts of Service Operation
- 3.6 Basic Concepts of Continual Service Improvement
- 3.7 Exercise — The New Swimming Pool
- 3.8 Module Summary

Unit 4: Service Strategy

- 4.1 Basic Concepts of Service Strategy
- 4.2 Principles and Models of Service Strategy
- 4.3 Processes of Service Strategy
 - 4.3.1 Service Portfolio Management
 - 4.3.2 Financial Management for IT Services
 - 4.3.3 Business Relationship Management
- 4.4 Module Summary
- 4.5 Test Questions for Service Strategy

Unit 5: Service Design

- 5.1 Basic Concept of Service Design
- 5.2 Principles and Models of Service Design
 - 5.2.1 Service Solutions for New or Changed Services

- 5.2.2 Management Information Systems and Tools
- 5.2.3 Technology Architectures and Management Architectures
- 5.2.4 Processes Required
- 5.2.5 Measurement Methods and Metrics
- 5.3 Processes of Service Design
 - 5.3.1 Design Coordination
 - 5.3.2 Service Level Management
 - 5.3.3 Service Catalogue Management
 - 5.3.4 Availability Management
 - 5.3.5 Information Security Management
 - 5.3.6 Supplier Management
 - 5.3.7 Capacity Management
 - 5.3.8 IT Service Continuity Management
- 5.4 Exercise — Crossword
- 5.5 Module Summary
- 5.6 Test Questions for Service Design

Unit 6: Service Transition

- 6.1 Change Management
- 6.2 Service Asset and Configuration Management
- 6.3 Release and Deployment Management
- 6.4 Transition Planning and Support
- 6.5 Knowledge Management
- 6.6 Exercise — Crossword
- 6.7 Module Summary
- 6.8 Test Questions for Service Transition

Unit 7: SERVICE OPERATION

- 7.1 Event Management
- 7.2 Incident Management
- 7.3 Request Fulfilment
- 7.4 Problem Management

- 7.5 Access Management
- 7.6 Service Operations Functions
 - 7.6.1 The Service Desk Function
 - 7.6.2 The Technical Management Function
 - 7.6.3 The Application Management Function
 - 7.6.4 The IT Operation Management Function
- 7.7 Exercise — Complaint Handling and Service Recovery
- 7.8 Module Summary
- 7.9 Test Questions for Service Operation

Unit 8: Continual Service Improvement

- 8.1 Basic Concepts of CSI
- 8.2 Principles and Models of CSI
- 8.3 CSI Process
- 8.4 Exercise — Crossword
- 8.5 Module Summary
- 8.6 Test Questions for Continual Service Improvement

Unit 9: Technology and Architecture

- 9.1 Service Automation
- 9.2 Competence and Skills for Service Management
- 9.3 Competence and Skills Framework
- 9.4 Training
- 9.5 Module Summary

Unit 10: Exam Preparation

Mock Exam

Training Material Accreditation Status



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