

ITIL® Foundation Certification

Understanding ITIL®, Create common language, Better understanding of your contribution to ITSM, Certification

What you will learn

ITIL certifications are recognized internationally across industries and regardless of the size of the organization. The three-day intensive course provides delegates with comprehensive training to prepare them for the ITIL examination (based on “The ITIL Foundation Certificate in IT Service Management Syllabus,” latest edition).

It will enable delegates to:

- Understand all the elements of the ITIL syllabus
- Understand the specific examination language
- Learn strategies and techniques for mastering the examination

Students will learn how to:

- Explain the context of IT Service Management
- Plan improvements
- Execute improvement plans and strategy
- Demonstrate the use of various ITIL techniques and processes
- Define a new service and its use throughout the Service Lifecycle
- Design services’ management processes, matrices and organizational governance
- Understand the value of communication, documentation and automation
- Understand the examination guidelines
- Please note that the cost of the ITIL exam is included with this course. Our Back office support team will be able to assist you should you have any questions.

Exam Guidelines

Examination structure: questions from all chapters, testing both understanding as well as memory

Question structure: multiple choice

Extensive examination practice and feedback is included in the workshop.

Participants will be requested to take the ITIL examination on the final day of the course. The examination consists of:

- 40 compulsory questions; No negative marking
- One hour

Audience

The target groups of the ITIL® Foundation Certificate are:

- Individuals who require a basic understanding of the refreshed ITIL® framework and how it may be used to enhance the quality of IT service management within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL®, who need to be informed about and thereafter contribute to, an ongoing service improvement program.

Prerequisites

Ideally delegates should have some experience working in an ITSM environment or service desk and have a basic understanding of ITSM issues, although no prior IT experience is required to apply for the certification exam. Even an aspirant ITSM professional can take this course.

Delegates will be provided with pre-course reading material by email on receipt of payment prior to attending the course. Student success in this intensive 2-day course will be enhanced by paying close attention to the pre-reading materials.

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Course Outline

Introduction

1. Introduction/Housekeeping
2. Introduction to key ITIL concepts
3. IT as a Service
4. Introduction to processes and process management
5. The Service Lifecycle approach

Service Design

1. Purpose, goal, objectives and scope
2. Service Design processes
3. The 4 P's
4. Service Design aspects
5. Service Catalogue Management
6. Service Level Management
7. Capacity Management
8. Availability Management
9. IT Service Continuity Management
10. Service Portfolio
11. Information Security Management
Supplier management

Service Transition

1. Purpose, goal, objectives and scope
2. Service Transition value to the business
3. Technology and architecture in Service Transition
4. Service Transition Processes
5. Change Management
6. Service Asset and Configuration Management
7. Release and Deployment Management
8. Knowledge Management

Service Strategy

1. Purpose, goal, objectives and scope
2. Value Creation through Services
3. Assets – Resources and Capabilities
4. Service Strategy – Main activities
5. Service Strategy processes
6. Service Portfolio Management
7. Demand Management
8. Financial Management

Service Operations

1. Purpose, goal, objectives and scope
2. Service Operation definitions
3. The Service Desk
4. Technical Management
5. Application Management
6. IT Operations Management
7. Service Operations processes
8. Event Management
9. Request Fulfilment
10. Problem Management
11. Access Management

Continual Service Improvement

1. Purpose, goal, objectives and scope
2. Models and Processes
3. The Deming Cycle
4. Measurement and metrics
5. The Seven-Step Improvement Process
6. Continual Service Improvement activities
7. Risk Management
8. Continual Service Improvement interfaces
9. Interface with Service Level Management

Case Studies and Practice Test