

ITIL Foundation

Delivery Method : Classroom

Code : ITILF

Duration : 3 Days

What you will learn

The ITIL® Foundation Certificate is a three day course in which delegates will gain a comprehensive grounding in the aspects of ITIL® service management. Delegates will prepare for and sit the one hour, multiple-choice ITIL® Foundation certificate in service management exam. The course consists of short lectures, exercises, discussions, examination technique training, mock examinations and culminates in an invigilated exam on the third day.

Course Learning Objectives

- To provide a basic understanding of the ITIL framework
- To understand how ITIL can be used to enhance the quality of IT service management within an organization
- To enable comprehension and / or awareness of key areas of the 5 ITIL core books:
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement
- To prepare to write the ITIL Foundation Exam

Audience Profile

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 organisation.
- IT professionals that are working within an organisation that has adopted and adapted ITIL®, who need to be informed about and thereafter contribute to, an ongoing service improvement programme.

Prerequisites

There are no pre-requisites for this course, nor is there any pre-course preparation required. Evening work is not compulsory, although it may benefit delegates to ensure they have consolidated each day's learning through reading and checking notes. This should take no longer than an hour each evening, although further self-study is encouraged.

Dates, Venues & Prices

For information on our scheduled public classes please visit us at www.datrixtraining.com or call us at 0800 781 0626 to speak to our relationship executives.

Examination Guidelines

This course leads to the ITIL® Foundation level certification. Delegates are prepared for the Foundation examination and will normally take this examination on the third day of the course. The Foundation qualification is a pre-requisite for the ITIL Intermediate examinations.

The ITIL Foundation examination is a closed- book 60 minute 40 multiple choice question paper. The pass mark is 65% (26 marks required to pass out of 40 available).

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Course Outline

- **Day1**
An Introduction to IT Service Management
Lifecycles and Strategies
Service Design - Principles, Processes and Roles
Evening work & Revision
- **Day2**
Review of evening work and day 1
Service Transition - Principles, Processes and Roles
Service Operation - Principles, Processes, Roles and Functions
Evening work, Revision & Mock Exam
- **Day3**
Review of evening work and day 2
Interfaces and Continual Service Improvement
Technology and Architecture
Certification scheme
Mock Exam and review
Exam
- **Service Operation** – IT service versus technology components, quality of service versus costs of service, reactive versus proactive, overview of the five key service operation processes
- **Continual Service Improvement** – Objectives of continual service improvement, the seven step improvement process
- **Functions** – The service desk, technical management, application management, IT operations management
- **Roles** – The role of the process owner, the role of a service owner, the role of the RACI model in determining organisational structure
- **Technology and Architecture** – Requirements for an integrated set of service management technology, how service automation assists with integrated processes

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- **Service management as a practice** – the concept of good practice, the concept of a service, the concept of service management, define roles, processes and functions
- **The Service Lifecycle** – The service lifecycle and its key concepts, the business value of the phases of the lifecycle
- **Key Concepts and Definitions** – Key terminology of service management, key principles and models
- **Service Strategy** – The four main activities of service strategy, the main goals and objectives of service strategy, basic overview of value creation through services, overview of the five service strategy processes
- **Service Design** – The importance of people, processes, products and partners, the five major aspects of service design, different sourcing approaches and options, overview of the seven service design processes
- **Service Transition** – The service V model, overview of the five service transition processes