

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

Improving performance since 2001

We improve our customer's employee performance by turning their needs into high quality, consistent and flexible training solutions.

This ability has enabled us to grow a loyal customer base. 92% of our customers return to improve their teams' performance year on year.

Today, we deliver 15,000 delegate training days each year for some of the largest UK private and public sector organisations.

"I have pleasure in confirming that London Borough of Croydon has been purchasing places on PRINCE2 and MSP courses from Datix Training for the last two years.

I have received positive feedback from delegates attending the training and they have recommended their colleagues to apply.

I have no hesitation in recommending them as a supplier"

**CROYDON
COUNCIL**
www.croydon.gov.uk

About Us

Accreditations

Datrix Training is a Microsoft Silver Partner for Microsoft technical courses and an APMG Accredited Training Partner for AGILE, PRINCE2, ITIL & MSP courses.



Therefore, our training follows Vendor 'best practice' methods, and offers a world-wide recognised standard of quality.

Trainers

Apart from our ability to develop education solutions that match the requirements, needs and environments of our customers, our **training consultants** are the heart of our success. Our people are:

- appropriately qualified and accredited
- experts in their field
- skilled at understanding organisations' cultures and objectives
- able to inspire, enthuse and empower participants

We only trust trainers who consistently deliver outstanding results to our customers. The training team is monitored at weekly review sessions based on continual feedback. Where courses are examined, we aim for all our trainers to be in the top 10% of exam pass statistics.

Our in-house training team is responsible for our most popular courses and each person has a specific area of expertise. To supplement their skills we also call upon a nationwide network of freelance associates. This means we can bring specialist knowledge to bear to ensure a successful training outcome.

ISO 9001

We are confident that the documentation of our business processes, measurement of customer satisfaction and management of employee development meets or exceeds ISO9001. We will apply for certification following a planned business system upgrade in 2013.

Customer Satisfaction

TrustPilot

We are proud of what we deliver and are always striving to improve the quality of what we do. Also, we believe honesty is the best policy, so customers should be able to give feedback in an open forum.

Our goal is for everyone to give us 5 star write-ups, but TrustPilot does not allow us to delete or amend reviews, we can only reply to them. So if a reviewer posts a negative comment we will ensure the problem is not repeated.

Honest feedback gives us valuable insights on how we are doing, but in addition to monitoring performance, TrustPilot lets customers see exactly what people really think.

This transparency means new and existing customers can buy with confidence.

See our latest reviews at:

<http://www.trustpilot.co.uk/review/www.datrinxtraining.com>

Guarantees

When you deliver 15,000 delegate training days per year, occasionally things can go wrong. We will always try to fix unexpected errors as soon as possible but sometimes they do impact on course effectiveness. For example, if a courier partner misroutes course materials or a power failure occurs.

Complaints

If things do go wrong our customer service team will respond as quickly as possible and will work to provide a solution until you are satisfied, but for your peace of mind, we support our work with the following guarantees:

Satisfaction Guarantee

If a course fails to meet the terms of delivery set by the governing body then we will re-run the course again at no extra cost.

Re-train guarantee

If a delegate who attends a Datrinx Training course leaves your employment during the following 90 days, we will re-train their replacement for free.



Capability

Course Offering

Best Management Practice

PRINCE2
Managing Successful Programmes
ITIL
AGILE
MOR
MOP
Business Analysis

Information Technology

A+
Adobe
Crystal Reports
Cisco
Citrix
Linux
Microsoft
Oracle
UNIX
VMWare

Professional Development

Customer Service
Leadership/Management
Personal Productivity
Sales

Service Offerings

Blended/e-learning	Training Needs Analysis
Private Courses	Course development
Public Scheduled Events	Clinics/Training Support
	Hire – Classroom/IT training infrastructure

Venues

50% of our delivery takes place on customer sites or in locations sourced solely support a private course. We can host a course almost anywhere. In addition, we have purpose designed, conveniently located, city centre facilities in:

Birmingham	Bristol	Chester	Edinburgh	Glasgow
Leeds	Liverpool	London	Manchester	Nottingham
Preston	Sheffield	Sunderland		

Partners

We have developed relationships with training providers whose skillset or geographic coverage complement ours in order to satisfy needs where we have no direct expertise. This means we can offer customers a 'one-stop-shop'.

How We Work

Account Management

Each customer is assigned a dedicated Account Manager, who has overall responsibility for managing our relationship. After gaining an understanding of the nature, scope and timing of your requirements, and with the help of our Resources & Training teams, they will present a training solution for your approval.

Customer Service

Once your order is placed, our Customer Service team reserve the necessary trainers and resources then issue pre-course documentation and joining instructions.

During the implementation and delivery phases, they will provide attendance & expenditure reports and once training has been delivered, submit trainer and delegate feedback.

Who We Work With

Government

East Sussex County Council
Bolton Metropolitan Borough Council
Environment Agency
Health Protection Agency
HM Customs
Houses of Parliament
Cardiff County Council
Carmarthenshire County Council
Lancashire County Council
Leeds City Council
Liverpool City Council
London Borough of Barking & Dagenham
London Metropolitan Police
Manchester City Council
Cumbria County Council
Ministry of Defence
Ministry of Justice
Nottinghamshire County Council
Sandwell Metropolitan Borough Council
The Home Office
DEFRA
Department for Work and Pensions
Devon County Council

Financial Services

AIG (UK) Ltd
Bank of Scotland
Barclays Bank
CITIGROUP
Deutsche Bank
HBSC
Lloyds TSB

Health

Barts and London NHS Trust
Blackburn with Darwen PCT
Central Manchester University Hospitals NHS Foundation Trust
Chesterfield Royal Hospital NHS Foundation Trust
Croydon PCT
Doncaster & Bassetlaw NHS Trust
East of England SHA
Eastern & Coastal Kent PCT
Kent & Medway Strategic Health Authority
Kingston Primary Care Trust
Lambeth Primary Care Trust
Lancashire Care NHS Foundation Trust
Leeds Teaching Hospitals NHS Trust
Leicestershire Partnership NHS Trust
Lewisham Healthcare NHS Trust
North West Regional Ambulance Services NHS
Moorfields Eye Hospital NHS Foundation Trust
National Patient Safety Agency
NHS Barnsley
NHS Direct Hampshire & Isle of Wight
NHS Institute of Innovation & Improvements
NHS North East Essex
NHS Sheffield
North East Wales NHS Trust
North West London Hospital NHS Trust
Northern Lincolnshire and Goole Hospitals NHS Foundation Trust
Nottinghamshire Healthcare NHS Trust
Pennine Acute Hospitals NHS Trust
Richmond & Twickenham PCT
Royal London Hospital
Royal National Orthopedic Hospital NHS Trust

Education

Nottingham University
Oxford University
Imperial College London
Queen Mary University of London
Sheffield Hallam University
Staffordshire University
University of Birmingham
Kings College
Lancaster University
University of Central Lancashire
University of Leeds
University of Lincoln
University of Salford
University of Sheffield
University of the West of England
Leeds Metropolitan University

Media & Entertainment

BBC
Channel 4
MTV
Trinity Mirror PLC

Business Services

A4E
Ernst & Young
Capita PLC
Mouchel Limited
Royal Mail Group Plc

Retail

Co-operative Group Limited
Greggs Plc
JJB Sports

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