DATRIX TRAINING

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

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).

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.

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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

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

- **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

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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.

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 Datrix 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

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.datrixtraining.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 Datrix Training course leaves your employment during the following 90 days, we will re-train their replacement for free.

Capability

Course Offering

Best Management Practice	Information Technology	Professional Development
PRINCE2	A+	Customer Service
Managing Successful Programmes	Adobe	Leadership/Management
ITIL	Crystal Reports	Personal Productivity
AGILE	Cisco	Sales
MOR	Citrix	
MOP	Linux	
Business Analysis	Microsoft	
	Oracle	
	UNIX	
	VMWare	

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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