

## Achieving ITIL® Foundation Certification

Workshop Course 1197 • 3 Days



### You Will Learn How To:

- Prepare for and pass the ITIL Foundation Certification Exam
- Identify opportunities to develop IT processes using ITIL guidelines
- Interact with IT teams using ITIL terminology and concepts
- Explore IT service management processes
- Recognize the importance of IT and business integration



### Workshop Activities Include:

- Aligning ITIL processes and functions to service lifecycle stages
- Recognizing key principles of service strategy and service design
- Defining key concepts within service transition
- Interpreting principles used in service operation
- Recognizing key principles of continual service improvement
- Daily review sessions and exam practice

**About This Course:** ITIL Foundation Certification shows that you can contribute to improving the maturity of an IT organization. Training includes comprehensive coverage of Foundation certification exam topics, pre-course study, and overview maps of key concepts that will assist you in passing your ITIL Foundation exam.

**Earn: Certifications, 1-College Credit Unit, 18-PDUs, Accredited by APMG International**

## Course Content ► Workshop Course 1197 • 3 Days

### Service Management as a Practice

#### Concepts of IT service management

- The efficient development of new services and the improvement of existing services
- Good practice • Functions, roles and processes

#### The service lifecycle

- Design, development and utilization of services
- Utility and warranty
- Service design and the business
- IT and the business integration

### ITIL Service Lifecycle

#### The five core processes

- Service strategy • Service design
- Service transition • Service operation
- Continual service improvement

#### The value of the ITIL service lifecycle

- Integrating the processes throughout the lifecycle
- Explaining the objectives and scope for each phase

### ITIL Core Concepts

#### Identifying and documenting the services

- Service portfolio • Service catalog • Business case
- Risk • Service provider • Supplier
- Service Level Agreement (SLA)
- Operational Level Agreement (OLA)

#### Optimizing the infrastructure

- Service request • Change and release
- Event, alert and incident
- Known error and Known Error Database (KEDB)
- Service Knowledge Management System (SKMS)

### ITIL Key Principles and Models

#### Value-creation through services

- Balancing opposing forces
- Management information systems and tools

#### Exploring the importance of people, processes, products and partners

- Critical success factors
- Measurement methods and metrics

### ITIL Processes

#### Service strategy

- Service portfolio management
- Financial management for IT services
- Business relationship management

#### Service design

- Service Level Management (SLM) • Design coordination
- Service catalog management • Supplier management
- Risk assessment and IT service continuity management
- Defining the scope of information security management
- Capacity management • Availability management

#### Service transition

- Business value, asset and configuration management
- Explaining the objectives of change management
- Knowledge management • Transition planning
- Release and deployment management

#### Service operation

- Process activities of incident and problem management
- Request fulfillment
- Stating the purpose of event and access management

#### Continual service improvement

- The seven-step improvement process
- The Deming Cycle (plan, do, check, act)
- Critical Success Factors (CSF) and KPIs
- Types of metrics

### Service Management Functions and Roles

#### Outlining IT organization functions

- Service desk function • IT operations function
- Technical management function
- The application management function

#### Defining service roles

- The responsibilities of key roles in service management
- Process owner • Service owner
- Process manager • Process practitioner
- Recognizing the RACI responsibility model and its role in determining organizational structure
- How service automation assists with integrating service management processes

Attend this Live, Instructor-Led Course Without Leaving Your Area

Course Dates	Attendance Methods	
	Attend from Home, Work or AnyWare Center	Attend In-Class
<b>3 Days</b>	<b>AnyWare</b> <small>-OR-</small>	<b>Ed Center</b>
Mar 11-13	AnyWare	Ottawa
Mar 18-20	AnyWare	Reston
Mar 18-20	AnyWare	Rockville
Mar 25-27	AnyWare	Alexandria
Mar 25-27	AnyWare	Reston
Mar 31-Apr 2	AnyWare	Toronto
Apr 1-3	AnyWare	New York City
Apr 8-10	AnyWare	Reston
Apr 15-17	AnyWare	Alexandria
Apr 15-17	AnyWare	New York City
Apr 22-24	AnyWare	Reston
Apr 22-24	AnyWare	Rockville
Apr 29-May 1	AnyWare	Los Angeles
Apr 29-May 1	AnyWare	New York City
Apr 29-May 1	AnyWare	Reston
May 6-8	AnyWare	Alexandria
May 6-8	AnyWare	Ottawa
May 13-15	AnyWare	Toronto
May 20-22	AnyWare	Reston
May 27-29	AnyWare	New York City

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By successfully completing the course exam, you will receive:

- Eligibility to participate in Specialist & Expert Certifications
- College Credit Units - which may qualify you for Tuition Reimbursement



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