



ITIL® Foundation with Case Study

Course ID#: 1095-300-11-W

Hours: 21

Course Content

Course Description:

The ITIL® Foundation course is the entry level course for certification in IT Service Management (ITSM). This course covers the latest version (2011) of ITIL®. It is presented from the perspective of managing and finally retirement using the five core AXELOS publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO), and Continual Service Improvement (CSI). It promotes alignment with the business as well as the improvement of operational efficiency.

This course is delivered in a classroom setting using a case study and exercises that are designed to enhance the candidates understanding of ITIL®. Students who have attended this course, and have done some self study, are suitably prepared to take the associated ITIL® Foundation test. The ITIL® Foundation certificate is a requirement for attending any of the ITIL® intermediate level courses available in this track.

The ITIL® Foundation certificate in IT Service Management certifies that the candidate has gained knowledge of the ITIL® terminology, structure, and basic concepts and has comprehended the core principles of the ITIL® practices for IT Service Management. The ITIL® Foundation certificate in IT Service Management is not intended to enable the holders of the certificate to apply the ITIL® practices for service management without further guidance.

Course Approach:

Participants will learn the principles and core elements of the service lifecycle approach to IT Service Management according to ITIL®. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL® Foundation certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance.



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Course Learning Objectives:

Upon successful completion of the education and examination components, related to this certification, candidates can expect to:

Comprehend the principles and concepts of IT Service Management as a practice.

Comprehend the ITIL® Service Lifecycle and its purpose.

Be aware of the generic concepts and definitions used in ITIL®.

Comprehend the key principles and models.

Be aware of the processes and their role within the lifecycle concept.

Be aware of the main functions within an IT organization.

Be aware of the roles as defined within ITIL®.

Be aware of the importance of technology and architecture to IT Service Management.

Be aware of the need for training and the development of competences.

Understand the best practices of implementing ITIL® within an organization.

Be prepared to take the ITIL® Foundation Certification exam.

Target Student:

IT Professionals, IT Support Staff, Application, Project and Business Managers, any member of an IT team involved in the delivery of IT Services.

Prerequisites:

There are no pre-requisites for this course, although a basic knowledge of Service Management concepts will be helpful.

Topics:

Module 1: Introduction

- Introduction/Housekeeping
- Introduction to generic concepts and definitions
- IT as a Service
- Introduction to processes and process management
- The Service Lifecycle approach

Module 2: Service Strategy

- Purpose, Goal, Objectives, & Scope
- Value Creation through Services
- Utility and Warranty
- Assets – Resources and Capabilities
- Service Strategy – Main Activities
- Service Strategy Processes
- Service Portfolio Management
- Demand Management
- Financial Management
- Business Relationship Management



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Module 3: Service Design

- Purpose, Goal, Objectives & Scope
- Competences, Skills and Training
- Roles in Process Management
- The Service Portfolio and the Service Catalog
- Service Design Processes
- Design Coordination
- Service Design aspects and the 4 P's
- Technology and Architecture
- Service Level Management
- Service Catalog Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

Module 4: Service Transition

- Purpose, Goal, Objectives & Scope
- Service Transition Value to the Business
- Technology and Architecture
- Service Transition Processes
- Change Management and the 7 R's
- Service Asset and Configuration Management
- Transition Planning and Support
- Release and Deployment Management

Module 5: Service Operation

- Purpose, Goal, Objectives & Scope
- Service Operation Definition
- Service Operation Functions
- The Service Desk
- Technical Management
- Application Management
- IT Operations Management
- Service Operations Processes
- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management

Module 6: Continual Service Improvement

- The Service Lifecycle
- Purpose, Goal, Objectives & Scope
- The CSI Register
- Models and Processes
- The 7 Step Improvement Process
- The Deming Cycle and the DIKW Model
- Measurements, KPI's and Metrics
- Continual Service Improvement Activities
- Roles in CSI
- Continual Service Improvement Interfaces
- Interface with Service Level Management
- Risk Management

Module 7: Exam Preparation

- Home Study
- Sample Exams and Classroom Feedback
- Recaps and Discussions