ITIL® Foundation

Course Information

Product Type: ITIL Foundation
Accreditor: PeopleCert
Level: Foundational
Domain: IT Service Management
Duration: 3 Days
Language: English (US)
Delivery Format: Onsite or Virtual – Instructor Led
Certification Exam: Included

Course Description
This exciting and dynamic 3-day course, fully updated for ITIL 2011, introduces learners to the lifecycle of managing IT services to deliver to business expectations. As well as an engaging, case study-based approach to learning the core disciplines of the ITIL best practice, this course also positions the student to successfully complete the associated exam, required for entry into the future ITIL intermediate level training courses.

The ITIL best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.

Audience
IT Management, IT Support Staff, IT Consultants, Business Managers, Business Process Owners, IT Developers, Service Providers, System Integrators

Learning Objectives
At the end of this course, you will be able to:
- Comprehend Service Management as a practice
- Understand the Service Lifecycle
- Know the generic concepts and definitions
- Understand the key principles and models used behind selected processes
- Identify the selected processes
- Understand the selected functions and roles
- Comprehend the technology and architecture of the Service Lifecycle
- Comprehend competence and training

Course Agenda

Day1	Day2	Day3
1. Course Introduction	5. Service Design	7. Service Operation
2. Service Management as a Practice	6. Service Transition	8. Continual Service Improvement
3. Service Lifecycle	7. Service Operation	9. Technology and Architecture
4. Service Strategy		Exam Preparation Guide
5. Service Design		Course Evaluation
		Exam

Course Outline
Module 1: Course Introduction
- Student and Instructor Introductions
- The Service Lifecycle
- Course Learning Objectives
- Course Agenda
- ITIL Qualification Scheme
- The Royal Chao Phraya Hotel
- Case Study

Module 2: Service Management as a Practice
- Module Learning Objectives
- Topics Covered in this Module
- Best Practices in the Public Domain
- ITIL as a Good Practice
- Concept of Service
- Concept of Service Management
- Processes and Functions
- The RACI Model
- Roles and Responsibilities
- Module Summary

Module 3: Service Lifecycle
- Module Learning Objectives
- Topics Covered in this Module
- The Service Lifecycle

- Basic Concepts of Service Strategy
- Basic Concepts of Service Design
- Basic Concepts of Service Transition
- Basic Concepts of Service Operation
- Basic Concepts of Continual Service Improvement
- Exercise — The New Swimming Pool
- Module Summary

Module 4: Service Strategy
- Module Learning Objectives
- Service Strategy in the Lifecycle
- Topics Covered in this Module
- Basic Concepts of Service Strategy
- Principles and Models of Service Strategy
- Processes of Service Strategy
- Module Summary
- End of Module Quiz

Module 5: Service Design
- Module Learning Objectives
- Service Design in the Lifecycle
- Topics Covered in this Module
- Basic Concept of Service Design
- Principles and Models of Service Design
- Processes of Service Design
- Exercise — Crossword
- Module Summary
- End of Module Quiz

Module 6: Service Transition
- Module Learning Objectives
- Service Transition in the Lifecycle
- Topics Covered in this Module
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Transition Planning and Support
- Knowledge Management
- Exercise — Crossword
- Module Summary
- End of Module Quiz

Module 7: Service Operation
- Module Learning Objectives
- Service Operation in the Lifecycle
- Topics Covered in this Module

- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management
- Service Operations Functions
- Exercise — Complaint Handling and Service Recovery
- Module Summary
- End of Module Quiz

Module 8: Continual Service Improvement

- Module Learning Objectives
- CSI in the Lifecycle
- Topics Covered in this Module
- Basic Concepts of CSI
- Principles and Models of CSI
- CSI - The Seven Step Improvement Process
- Module Summary
- End of Module Quiz

Module 9: Technology and Architecture

- Module Learning Objectives
- Topics Covered in this Module
- Service Automation
- Competence and Skills for Service Management
- Competence and Skills Framework
- Training
- Module Summary

Exam Preparation, Mock Exam

Exam Information

Delivery	Online (Web based) and paper based
Format	Closed book
Proctoring	Live or Web-proctored
Duration	60 minutes
Number of questions	40, simple multiple choice (1 mark per question)
Pass Grade	65%

Exam Information
- This ITIL Foundation training includes the ITIL Foundation Certification Exam
- A review of the course content via self-study prior to taking the exam is recommended.
- Exams are normally conducted at the conclusion of the course; optionally, a student may arrange to take a web-based exam later.

Course Specific Delivery Information

Prerequisites
- None, although a familiarity with IT service delivery will be beneficial.

Course Includes
- Live, instructor led course – onsite or virtual
- ITIL Foundation Course Manual (eBook)
- Helpful sample templates and examples
- Exercises to reinforce learning
- Certificate of completion
- Sample exams and exam prep
- Note – the ITIL Foundation exam is mandatory and included with the class order. The instructor will deliver the exam at the conclusion of the class.

Course Delivery Requirements
- For online virtual delivery, the student must have a suitably equipped laptop, or pc, with a web cam, audio support, and a high-speed internet connection
- For onsite courses, acceptable facilities must be made available

Pricing and Ordering Information:
- Product Code: ITIL 8060
- Pricing is based per student, with a class size of 6 – 20 (exceptions require a special quote)
- Exam price is included with the training.
- To request more information or to order, contact us by calling 1-949-305-3544, or email service@optimalconnections.com.

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