

COURSE OVERVIEW:

This 3-day ITIL[®] Foundation Certification training course introduces students to the lifecycle of managing IT services to deliver to business expectations.

ITIL concepts provides a baseline for how to support business outcomes, enable business change, manage cost and risk in line with business needs, optimize customer experiences, show value and continuously improve. This ITIL Foundation course helps students understand ITIL terminology, processes and the service lifecycle stages.

Upon completing this course, students be well positioned to successfully complete the associated ITIL exam required for entry into the future ITIL intermediate-level training courses.

ITIL covers five core disciplines:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

WHO SHOULD ATTEND:

- Anyone seeking ITIL Foundation certification and everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner.
- All IT professionals, IT project managers, IT managers, IT project or team members, coordinators, network operators, business process analysts, IT architects, consultants, systems integrators, help desk managers and staff, planners, managed service providers, outsourcers, application developers, and other IT-related positions.

PREREQUISITES:

Although there are no prerequisites for this course a familiarity with IT service delivery will be beneficial.



COURSE OBJECTIVES:

Upon completing this course, the learner will be able to:

- Identify the key principles and concepts of IT Service Management (ITSM).
- Identify the benefits of implementing ITIL in an organization.
- Identify the Service Management processes and how they map to the Service Lifecycle.
- Identify the basic concepts and definitions related to the Service Lifecycle.
- Identify the activities and roles involved with the Service Lifecycle.
- Identify the relationship of each component of the Service Lifecycle and how they map to other components.

ABOUT THE EXAMINATION:

- The examination is included as part of this course.
- The exam is closed book.
- The exam is forty (40) multiple choice questions.
- The exam lasts 60 minutes.
- The pass score is 65% (26 out of 40 questions).

CREDITS

- Upon successful passing of the ITIL Foundation exam, the student will be recognized with 2 credits in the ITIL Qualification Scheme.