

ITIL® Foundation

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 IT Services through their lifecycle from conception through implementation 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 referencing case studies 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 ITIL® practices for IT Service Management.

Course Objectives

Upon successful completion of the training 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

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, discussions 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 IT. Students will receive a ITIL® Foundation classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Course Outline

<p>1. INTRODUCTION</p> <ul style="list-style-type: none"> • Introduction/Housekeeping • Introduction to key ITIL® concepts • IT as a Service • Introduction to processes and process management • The Service Lifecycle approach <p>2. Service Strategy</p> <ul style="list-style-type: none"> • Purpose, goal, objectives & Scope • Value Creation through Services • Assets – Resources and Capabilities • Service Strategy – Main activities • Service Strategy processes • Service Portfolio management • Demand management • Financial management • Business Relationship Management <p>3. Service Design</p> <ul style="list-style-type: none"> • Purpose, goal, objectives & Scope • Service Design processes • The 4 P's • Service Design aspects • Service Catalog Management • Service Level Management • Capacity Management • Availability Management • IT Service Continuity Management • Service Portfolio • Information Security Management • Supplier management • Design Coordination <p>4. Service Transition</p> <ul style="list-style-type: none"> • Purpose, goal, objectives & Scope • Service Transition value to the business • Technology and architecture in Service Transition 	<ul style="list-style-type: none"> • Service Transition Processes • Change Management • The 7 R's of Change Management • Service Asset and Configuration Management • Release and Deployment Management • Knowledge Management <p>5. Service Operation</p> <ul style="list-style-type: none"> • Purpose, goal, objectives & Scope • Service Operation definitions • The Service Desk • Technical Management • Application Management • IT Operations Management • Service Operations Processes • Event Management • Request Fulfilment • Problem Management • Access Management <p>6. Continual Service Improvement</p> <ul style="list-style-type: none"> • Purpose, goal, objectives & Scope • Models and Processes • The Deming Cycle • Measurement and metrics • Continual Service Improvement activities • Risk management • Continual Service Improvement interfaces • Interface with Service Level Management <p>7. EXAM PREPARATION</p> <ul style="list-style-type: none"> • Sample Exams • Feedback • Recap
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About the Exam

The exam is closed book with forty (40) multiple choice questions. The pass score is 65% (26 out of 40 questions). The exam lasts 60 minutes. The exam can be taken in two formats: Paper based or Online.

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

About Ducis

Ducis Management Consulting Private Limited is an organization dedicated to providing solutions aimed at enhancing performance and skill development in organizations. Our senior consultants have extensive experience in the area of IT Service Management, GRC and Project Management.

