

# ITIL Foundation

This new ITIL® Foundation course offers students a comprehensive and high quality approach to obtaining their ITIL Foundation Certificate credits. The course is based upon ITIL 's Service Lifecycle approach to service quality and the Core Capabilities within that lifecycle.

## Course Description

## Course Duration and Structure

This is an intensive 2 day course that includes the official (EXIN) exam. It is instructor-led and classroom based.

## Course Objectives

The objectives of the course are:

- To understand the main concepts, processes, functions, benefits and challenges of ITIL
- To gain insight into the holistic Service Lifecycle approach at the heart of ITIL and its close association with business strategy
- To understand how the ITSM processes and functions can help achieve business excellence
- To prepare participants for the ITIL Foundation Certificate examination.

## Course Content

The following Modules are included in this course:

Module 1 – Introduction

Module 2 – Service Lifecycle

Module 3 – Service Management as a Practice

Module 4 – Key Principles, Models and Concepts

Module 5 – Lifecycle Phases

- ▶ Service Strategy
- ▶ Service Design
- ▶ Service Transition
- ▶ Service Operation
- ▶ Continual Service Improvement
- ▶ Integration of the 5 Core Processes

## Modules 6 – Service Capabilities

- ▶ Service Offerings and Agreements
- ▶ Planning, Protection and Optimization
- ▶ Release, Control and Validation
- ▶ Operational Support and Analysis

## Module 7 – Service Management Technology

### Who Should Attend?

The ITIL Foundation course is designed for all those who have some responsibility for the design, delivery, support or operation of IT services and who would benefit by obtaining a good general understanding of IT Service Management best practices.

### Benefits of Attending

The course aims to help students leverage ITIL concepts and practices in their daily work, while success in the examination allows them to progress – through the ITIL Service Capability and/or the ITIL Service Lifecycle modules – to achieving their ITIL Service Management Expert accreditation. The ITILF exam may include the following test formats:

- ▶ Multiple-choice single answer
- ▶ Multiple-choice Multiple answer

Exam Duration: 60 Minutes (40 questions)

Deliverables: Accredited Training Material, EXIN Login, Mock Exams, Lunch & refreshment.