

ITIL Foundation - Course Overview

Career Studio provides you this official ITIL Foundation certification course (18 hours in length) with overview of the IT Service Management Lifecycle as documented in ITIL's five core books – Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.

ITIL's "service lifecycle" consists of 26 processes and four functions.

Service Lifecycle Stage	Processes & Functions
Service Strategy	Strategy Management For IT Services, Service Portfolio Management, Business Relationship Management, Financial Management For IT Services, Demand Management
Service Design	Design Coordination, Service Catalog Management, Service Level Management, Availability Management, Capacity Management, IT Service Continuity Management, Information Security Management, Supplier Management
Service Transition	Transition Planning & Support, Change Management, Service Asset & Configuration Management, Release & Deployment Management, Service Validation & Testing, Change Evaluation, Knowledge Management
Service Operation	Event Management, Incident Management, Request Fulfillment, Problem Management, Access Management, and the functions of: IT Operations, Technical Management, Application Management, Service Desk
Continual Service Improvement	Seven-Step Improvement Process

What You Will Learn

The course is designed as an introduction to ITIL and enables you to understand how standard approach can be implemented for quality IT Service Management. ITSM framework can be utilized to achieve IT business integration, cost reductions and increased productivity.

The course includes:

- Introduction to ITIL ; its strategic and operational benefits; and an overview of ITIL's certification program
- ITIL's key concepts, definitions and objectives
- ITIL's "service-driven lifecycle" approach, and the structure, components and processes and functions of the five core ITIL books. For each of the five core books and the related processes and functions, the course provides:

- o A high level description of the main activities, goals and benefits
- o Process interrelationships and interdependencies, what “process integration” and “business integration” really mean
- o Key metrics and management reporting

The course prepares you for the examination leading to the Foundation Certificate in IT Service Management. This certification is the prerequisite for the Intermediate and Expert levels of ITIL certification.

Course Features:

1. Fully accredited ITIL Foundation Course - 18 hours of learning
2. Sample exam questions and Two AXELOS sample exams
3. Accredited course workbook
4. Trainer’s interaction provides an immediate assessment and explanation of each question’s response, as well as where in the course material to seek further information
5. Reporting – an especially beneficial feature for organizations with multiple enrolled employees, providing the ability to check attendee progress and view progress reports

Benefits of the ITIL Foundation Course

- Cost effective – International course certification which is preferred worldwide
- Comprehensive – accredited courseware covers all areas of the ITIL Foundation course syllabus
- Immediate exam after completion of course

Course Accreditation

Career Studio accredited Training material to provide ITIL education for the certification program and conducting exam. The courseware is accredited by the PEOPLECERT.

You can expect to learn from the industry’s most knowledgeable experts on how to lead a successful ITIL implementation project. This knowledge is a direct result of Career Studio Trainer’s experience.

Who Should Participate & Prerequisites

ITIL Foundation is suitable for anyone working in IT services requiring more information about the ITIL best practice framework. There are no mandatory prerequisites.

EXAM, CERTIFICATIONS

- This course prepares participants for the examination leading to the Foundation Certificate in IT Service Management.
- A 60-minute EXAM, 40 Multiple Choice Questions, exam is provided and administered by an independent examination body.

- A passing mark of 65% is required to receive your certificate. Sample exams are provided in the course to help prepare attendees for the final exam
- E-certificate will be awarded after successfully passing of exam
- 2 ITIL credits

Course Deliverables

- Accredited course Material for this course will be provided.
- Assignments
- Two sample papers
- Soft copy of ITIL Glossary
- Class room Training
- Exam will be conducted after completion of training

