

# Online ITIL Foundation Certification Course

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 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
Functions	Service Desk, Technical Management, IT Operations & Application Management

## What You Will Learn

The course is designed as an introduction to ITIL and enables you to understand how an integrated ITSM framework can be utilized to achieve IT business integration, cost reductions and increased productivity. The course includes:

- What is 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:
  - A high level description of the main activities, goals and benefits
  - Process interrelationships and interdependencies, what "process integration" and "business integration" really mean
  - 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. Online access to accredited course workbook
2. Access to fully accredited ITIL Foundation Course - 18 hours of learning
3. Flexibility – You can learn As per your time schedule
4. Availability – Available from anywhere any time
5. Exam preparation –
  - a. Over 200 Practice Questions
  - b. Two AXELOS sample exams
6. Ask-the-Instructor help via email
7. Performance monitoring – Progress tracking

## Benefits of the Self-Paced Online ITIL Foundation Course

- Easy to understand whatever position you hold in your company
- Cost effective – no travel expenses; learn from your home or office
- Time efficient – 24/7 availability so you can learn anytime
- earn at your own pace
- Comprehensive – accredited courseware covers all areas of the ITIL Foundation course syllabus
- Available anytime and anywhere there is internet access.

## Course Accreditation

Career Studio Solutions and Services is globally accredited to provide ITIL education for the certification program. The organization 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 KS&S Trainer's experience.

## Who Should Participate & Prerequisites

- It is perfect for leads, managers and PMs who need to quickly grasp the essentials of ITIL
- It's also an easy, relaxed way for executives and non IT specialist to gain an appreciation of ITIL
- ITIL Foundation is suitable for anyone working in IT services requiring more information about the ITIL best practice framework.
- Who want to pursue the intermediate and advanced level ITIL certifications
- Everybody who works in IT Service Industry
- There are no mandatory prerequisites. Work experience in IT services is recommended

## **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.
- For online courses, the exam may be scheduled and completed online (if purchased). 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
- 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