ITIL® Foundation Class

Certificate: ITIL® Foundation
Duration: 3 days
Delivery: Classroom, Virtual Classroom
Accreditor: PEOPLECERT
Credits: 2 Credits to ITIL Expert
PMI® PDUs: 17

Course Description:

This exciting and dynamic 3-day course, fully updated for ITIL 2011, introduces learners to the lifecycle of managing IT services to deliver to business expectations. As well as an engaging, case study based approach to learning the core disciplines of the ITIL best practice, this course also positions the student to successfully complete the associated exam, required for entry into the future ITIL intermediate level training courses.

The ITIL best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs

Audience:

IT Management, IT Support Staff, IT Consultants, Business Managers, Business Process Owners, IT Developers, Service Providers, System Integrators

Learning Objectives:

At the end of this course, you will be able to:
- Comprehend Service Management as a practice
- Understand the Service Lifecycle
- Know the generic concepts and definitions
- Understand the key principles and models used behind selected processes
- Identify the selected processes
- Understand the selected functions and roles
- Comprehend the technology and architecture of the Service Lifecycle
- Comprehend competence and training

Prerequisites:
None, although a familiarity with IT service delivery will be beneficial.

Course Student Material: Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG. Available as e-books.

For eBooks:
- Internet is required only for downloading the eBook. The eBooks can be read offline.
- eBooks can be downloaded and read on the following devices Laptop, tablet, Smart Phone, eReader PDF Reader, recommended Adobe Reader.
- Instructions for download and activation are available here.

About the Examination:
- 40, simple multiple choice
- 26 marks required to pass (out of 40 available) – 65%
- 60 minutes' duration
- Closed book

Course Agenda:

Day1	Day2	Day3
1. Course Introduction	5. Service Design	7. Service Operation
2. Service Management as a Practice	6. Service Transition	8. Continual Service Improvement
3. Service Lifecycle	7. Service Operation	9. Technology and Architecture
4. Service Strategy		Exam Preparation Guide
5. Service Design		Course Evaluation
		Exam (optional)

Syllabus:
http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx