ITIL®
Foundation

This course is the essential starting point for anyone wanting to get started in ITIL.

Duration: 3 days

The ITIL® Foundation qualification is no longer a "nice to have" for IT staff looking to make improvements for their teams or their organisation; it is no longer a differentiator for individuals seeking advancement. This qualification is simply a "MUST HAVE" for any organisation or department or individual concerned with improving IT Service Management.

The ITIL Foundation Certificate is the entry level course for anyone needing to understand ITIL. The course provides a comprehensive understanding of the ITIL framework and how it is used to enhance the quality of IT services in an ever more competitive market space. Participants will learn all the key features that underpin ITIL and get full preparation for the Foundation Certificate exam.

Who Should Attend

The ITIL Foundation course is appropriate for all IT staff, but more specifically people in the following roles should attend:

- IT Manager
- Any individual working in an IT environment who requires a basic understanding of the ITIL framework
- Any individual who needs a greater understanding of how an organisation can make use of ITIL to enhance the quality of IT services and the managing thereof
- Anyone who may have an interest in the subject such as IT Managers, Service Desk staff, Operations staff, Developers

Learning Outcomes

- Use the ITIL terminology
- Understand the ITIL processes needed in your IT department
- Identify the sub-activities for each best practice process
- Understand your role and responsibilities regarding IT Service Management
- Understand aspects of implementing ITIL processes and creating a cycle of continuous improvement

Course Contents

Introduction
- History of ITIL
- ITIL Qualification scheme

Service Management as a practice
- Service
- Service Management
- Processes
- Roles
- Organisation

The Service Lifecycle
- The Structure, Scope, Components and Interfaces of the ITIL Library
- ITIL Service Life cycle

Service Strategy
- Service Models
- Service Portfolio Management
- Demand Management
- Financial Management

Service Design
- Design Coordination

- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

Service Transition
- Transition Planning and Support
- Change Management
- Service Asset and Configuration Management (SACM)
- Release and Deployment Management
- Service Knowledge Management

Service Operation
- Incident Management
- Event Management
- Request Fulfilment
- Problem Management
- Access Management
- Functions:
    - Service Desk

- Application Management
- Technical Management
- Operations Management

Continual Service Improvement
- The Continual Service Improvement Model

Technology and Architecture
- Generic requirements for an integrated set of Service Management Technology
- Understand how Service Automation assists with integrating Service Management processes

Related Standards and Frameworks
- Understanding how ITIL relates to:
    - COBIT
    - PRINCE2
    - ISO/IEC 20000
    - ISO 27000
    - SixSigma
    - CMMI