



## ITIL Foundation

Duration: 3 Days

Language: English

Course Delivery: Classroom

### Course Overview

The ITIL Foundation training course provides a detailed, modular introduction to the concepts, terms, definitions, benefits, objectives, and relationships within core IT service management processes and functions, according to the ITIL best practice framework.

The course is based on principles described in ITIL's Service Support and Service Delivery Standards. The course prepares participants for the examination leading to the Foundation Certificate in IT Service Management.

ITIL Foundation is an instructor-led course which:

- Provides a practical understanding of ITIL Foundation key concepts, principles, processes, and functions
- Prepares students to pass the ITIL Foundation exam

### Examination

Includes the exam leading to the Foundation Certificate in IT Service Management (40 questions, multiple-choice)

### Course Outline

Introduction to Service Management

The importance of Service Management

Definition of a Service and Service Management

The Need for a Service Culture

Service Management as a Practice

The Service Lifecycle

Objectives and Business Value for Each Phase of the Lifecycle

Main Goals and Value to the Business Provided by Each Lifecycle Phase:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement



## Key Principles and Models of ITSM

### Types of Service Providers

### Five Major Aspects of Service Design

### Service V model

### Continual Service Improvement Model

### Processes and Functions

### Characteristics of a Process

### Objectives, Business Value, Basic Concepts, Roles and Interfaces of:

- Service Portfolio Management
- Service Level Management
- Incident Management
- Change Management

### Objectives and Basic Concepts of:

- Demand Management
- Financial Management
- Service Catalogue Management
- Availability Management
- Capacity Management
- Supplier Management
- Information Security Management
- IT Service Continuity Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Event Management
- Problem Management
- Request Fulfillment
- Access Management
- The 7 step improvement process

### Overview of the Functions:

- Service Desk
- Application Management,
- Operations Management
- Technical Management