

ITIL® 2011 Foundation with Case Study

Duration

3 days

Course Delivery

Classroom or Virtual Classroom

Languages

English, French, French Canadian,
German, Dutch, Spanish, Italian, Brazilian,
Japanese, Polish

Target Audience

IT Professionals, IT Support Staff,
Application, Project and Business
Managers, any member of an IT team
involved in the delivery of IT Services.

Pre requisites

There are no pre-requisites for this course,
although a basic knowledge of Service
Management concepts will be helpful.

About the Examination

The exam is closed book with forty (40)
multiple choice questions. The pass score
is 65% (26 out of 40 questions). The exam
lasts 60 minutes. The exam can be taken
in two formats: Paper based or Online.

Certificate

ITIL® Foundation

Credits

Upon successfully achieving the ITIL®
Foundation certificate, the student will be
recognized with 2 credits in the ITIL®
qualification scheme.

Upon successfully achieving the ITIL
Foundation certificate, the student will be
recognized with 21 Professional
Development Units (PDU'S).

Reference Materials

Additional reference materials are not
required for this course.

Course Description

The ITIL® Foundation course is the entry level course for certification in IT Service Management (ITSM). This course covers the latest version (2011) of ITIL® . It is presented from the perspective of managing IT Services through their lifecycle from conception through implementation and finally retirement using the five core AXELOS publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as the improvement of operational efficiency.

This course is delivered in a classroom setting using a case study and exercises that are designed to enhance the candidates understanding of ITIL® . Students who have attended this course, and have done some self study, are suitably prepared to take the associated ITIL® Foundation test. The ITIL® Foundation certificate is a requirement for attending any of the ITIL® intermediate level courses available in this track.

The ITIL® Foundation certificate in IT Service Management certifies that the candidate has gained knowledge of the ITIL® terminology, structure and basic concepts and has comprehended the core principles of ITIL® practices for IT Service Management. The ITIL® Foundation certificate in IT Service Management is not intended to enable the holders of the certificate to apply the ITIL® practices for service management without further guidance.

Course and Learning Objectives

Upon successful completion of the education and examination components, related to this certification, candidates can expect to:

- Comprehend the principles and concepts of IT Service Management as a practice.
- Comprehend the ITIL® Service Lifecycle and its purpose.
- Be aware of the generic concepts and definitions used in ITIL®
- Comprehend the key principles and models
- Be aware of the processes and their role within the lifecycle concept
- Be aware of the main functions within an IT organization
- Be aware of the roles as defined within ITIL®
- Be aware of the importance of technology and architecture to IT Service Management
- Be aware of the need for training and the development of competences.
- Understand the best practices of implementing ITIL® within an organization.
- Be prepared to take the ITIL® Foundation Certification exam

Course Approach

Participants will learn the principles and core elements of the service lifecycle approach to IT Service Management according to ITIL® . An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL® Foundation certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance.



Empowering Professionals

Quint Academy is one of the world's largest IT training organizations. Worldwide, over 30,000 professionals choose Quint Academy every year. Since 1992, we have been successfully responding to the IT training needs of these professionals.

The portfolio of courses offered by Quint Academy is at the interface of business and IT, at the strategic, tactical and operational levels. The courses cover the entire spectrum of IT: Strategy, Business Information Management, Governance, Sourcing, Architecture, Innovation, Information Risk Management, IT Management, Lean IT & Agile, Portfolio Management, Program Management and Project Management. The curriculum of each course is aligned with the needs of the individual IT professional, from CIO to helpdesk co-worker. In our courses, we focus on imparting knowledge and know-how (hard skills) and we concentrate in particular on changing behavior and attitudes (soft skills).

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Course Student Material

Students will receive a ITIL® Foundation classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Concepts Covered

1. INTRODUCTION

- Introduction/Housekeeping
- Introduction to generic concepts and definitions
- IT as a Service
- Introduction to processes and process management
- The Service Lifecycle approach

2. SERVICE STRATEGY

- Purpose, goal, objectives & Scope
- Value Creation through Services
- Utility and Warranty
- Assets – Resources and Capabilities
- Service Strategy – Main activities
- Service Strategy processes
- Service Portfolio management
- Demand management
- Financial management
- Business Relationship Management

3. SERVICE DESIGN

- Purpose, goal, objectives & Scope
- Competences, skills and training
- Roles in Process management
- The Service Portfolio and the Service Catalog
- Service Design processes
- Design Coordination
- Service Design aspects and the 4 P's
- Technology and Architecture
- Service Level Management
- Service Catalog Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier management

4. SERVICE TRANSITION

- Purpose, goal, objectives & Scope
- Service Transition value to the business
- Technology and architecture
- Service Transition Processes
- Change Management and the 7 R's
- Service Asset and Configuration Management
- Transition planning and support
- Release and Deployment Management
- Knowledge Management

5. SERVICE OPERATION

- Purpose, goal, objectives & Scope
- Service Operation definitions
- Service Operation functions
- The Service Desk
- Technical Management
- Application Management
- IT Operations Management
- Service Operations Processes
- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management

6. CONTINUAL SERVICE IMPROVEMENT

- The Service Lifecycle
- Purpose, goal, objectives & Scope
- The CSI Register
- Models and Processes
- The seven step Improvement Process
- The Deming Cycle and the DIKW model
- Measurements, KPI's and metrics
- Continual Service Improvement activities
- Roles in CSI
- Continual Service Improvement interfaces
- Interface with Service Level Management
- Risk management

7. EXAM PREPARATION

- Home study
- Sample Exams and classroom feedback
- Recaps and discussions

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