

# ITIL Foundations

**Duration:** 3 Day(s)

## Course Overview

This course covers the latest version of core ITIL best practices presented from a lifecycle perspective. The course introduces the principles and core elements of IT service management (ITSM) based on ITIL 2011 Edition.

## Who Should Attend

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

## Course 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.

## Course Outline

### 1 - INTRODUCTION

- Introduction/Housekeeping
- Introduction to key ITIL concepts
- 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
- Assets – Resources and Capabilities
- Service Strategy – Main activities
- Service Strategy processes
- Service Portfolio management
- Demand management
- Financial management

## **3 - SERVICE DESIGN**

- Purpose, goal, objectives & Scope
- Service Design processes
- The 4 P's
- Service Design aspects
- Service Catalog Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Service Portfolio
- Information Security Management
- Supplier management

## **4 - SERVICE TRANSITION**

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

## **5 - SERVICE OPERATION**

- Purpose, goal, objectives & scope
- Service Operation definitions
- The Service Desk
- Technical Management

- Application Management
- IT Operations Management
- Service Operations Processes
- Event Management
- Request Fulfillment
- Problem Management
- Access Management

## **6 - CONTINUAL SERVICE IMPROVEMENT**

- Purpose, goal, objectives & scope
- Models and Processes
- The Deming Cycle
- Measurement and metrics
- Continual Service Improvement activities
- Risk management
- Continual Service Improvement interfaces
- Interface with Service Level Management

## **7 - EXAM PREPARATION**

- Feedback
- Recap