



ITIL Foundation Certification - IT Service Management

Overview

The ITIL® Foundation Course introduces participants to the principles and core elements of the service lifecycle approach to IT Service Management according to the ITIL® framework of best practices. **ITIL V3 was updated in 2011, and this course includes those updates.**

Course Objectives

1. Garner an awareness of the main processes of ITIL's five core publications: *Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement*
2. Learn ITIL's valuable key concepts, models, roles, relationships, and implementation considerations
3. Understand how these processes contribute to making an IT organization manageable, efficient, and effective
4. Learn ITIL's standardized vocabulary
5. Learn tips, tricks, and challenges of implementing ITIL processes in your organization
6. Prepare for the EXIN ITIL Foundation examination to be proctored in class

Target Audience

- IT Managers, IT staff, and process owners
- Application, project, and business managers directly involved in IT
- Any member of IT organizations seeking process and service improvements

Prerequisites and Enablers for Success

There are no mandatory prerequisites, although experience in an IT environment is highly recommended. Students will be more successful on the ITIL Foundation Exam if they are free from operational distractions during class time, and can spend 30-60 minutes outside of class for self-study and review.

Course Outline:

- **Introduction to IT Service Management**
 - Brief history of ITIL
 - Certification paths beyond Foundation
 - Service Management as a Practice
 - Introduction to the Service Lifecycle
 - What is a process? How do we measure quality?
 - The RACI Matrix: Defining roles and responsibilities

- **Module 1: Service Strategy**
 - Service Strategy overview and outputs
 - Business Value of the Service Strategy stage
 - Creating and calculating value
 - Four key processes of Service Strategy
 - Focus on Demand Management
 - Sample questions

- **Module 2: Service Design**
 - Service Design overview, inputs, and outputs
 - Business Value of the Service Design stage
 - The 4 Ps of ITSM
 - The 5 Aspects of Service Design
 - The Service Design Package
 - Focus on Service Level Management
 - Eight key processes of Service Design
 - Technology / automation considerations- Sample questions

- **Module 3: Service Transition**
 - Service Transition overview, inputs, and outputs
 - Business Value of the Service Transition stage
 - Five key Service Transition processes
 - Process interrelationships and “The Service Transition Trifecta”
 - A Day in the Life of a Change
 - Sample questions

Module 4: Service Operation

- Service Operation overview, inputs, and outputs
- Service Operation: The Business Value (and its dependency!) starts here!
- Communication considerations
- Four Functions (Teams) of IT Service Management
- Five processes of Service Operation
- Incidents and Problems: The user vs. the printer
- Sample questions

Module 5: Continual Service Improvement

- CSI overview, inputs, and outputs
- Business Value of the CSI stage
- You can't manage what you can't measure
- What and why do we measure?
- Two methods for improvement
- Lifecycle stage relationships
- Sample questions on CSI

Exam Preparation

- Class Review: Tying it all together
- Sample exam, review, and analysis
- Test taking strategies

Optional ITIL Foundation Exam: 1 hour