

ITIL® Foundation 3 Day On-Site Course with Exam

Overview

ITIL® is the international gold standard when it comes to IT Service Management. The ITIL® best practice framework ensures that IT services are tightly aligned with all areas of the business and it helps deliver high quality and high efficiency performance.

The ITIL® Foundation course introduces the key elements of the IT Infrastructure Library® (ITIL®) which embodies IT service management best practice as demonstrated by leading organisations worldwide.

This course is delivered in association with one of our training partners whose course content and training skills have been independently accredited. This also means that the Foundation level exam can be integrated within the intensive 3 day course.

Both version 2 and version 3 syllabus options are available during 2007.

Objectives

- Achievement of the ITIL® Foundation certificate
- Familiarity with the ITIL® methodology and terminology
- Ability to describe and apply the main concepts, benefits, impacts, techniques and methods associated with each of the IT Service Delivery and Service Support processes
- Recognition of the cost and service improvements to be gained through correct implementation

Learning Style

- This is an intensive instructor led course delivered at a location of your choice
- As well as the more formal lectures this workshop includes discussions, exercises, presentations and test examination questions.

Who will the course benefit?

- Those tasked with developing, delivering and supporting new or existing IT applications and services
- Application developers, administration, implementation, delivery, support and relationship management staff
- Those who require the internationally recognised ISEB/EXIN Foundation Certificate in IT Service Management and higher level ITIL® qualifications

Pre-Requisites

- A basic level of IT literacy

Course Content Summary

- Introduction
 - The control, resolution, release and delivery processes
 - The ITIL® lifecycle framework
- Configuration Management
 - Identification and control of IT assets
 - The configuration management database
- Service Desk and Incident Management
 - How to manage and control incidents
 - First-line incident support
- Problem Management
 - Distinguishing problems and incidents
 - Third party supplier issues; pro-active and re-active methods
- Change Management
 - Control of changes
 - Role of Change Manager and Change Advisory Board
- Release Management
 - Storage and release of authorised software
- Service Level Management
 - Service level requirements
 - Supplier-client management issues
- Availability Management
 - Improving service availability
- Capacity Management
 - Creating a capacity plan
 - Workload, resource, performance, and demand management
- Business Continuity and IT Service Continuity Management
 - Creating a contingency plan
 - Risk management
- Financial Management
 - Understanding the issues inherent in providing quality IT services
 - Improved reporting as a result of disciplined data collection
- Examination practice, technique, hints & tips

Examination

Foundation Certificate: 1-hour 40 question multiple-choice paper (Day3)