



ITIL® Foundation and Exam

Course Details

Course Code: ITILF

Duration: 3 days

Notes:

- This course syllabus should be used to determine whether the course is appropriate for the students, based on their current skills and technical training needs.
- Course content, prices, and availability are subject to change without notice.
- Terms and Conditions apply

Elements of this syllabus are subject to change.

About this course

Learn about the international standard for IT Service Management (ITSM) and earn an internationally recognised ITIL® Foundation Certificate in 3 days! The ITIL foundation course is specifically designed for anyone working in IT wanting to gain knowledge in IT Service Management best practice. Our ITIL® training teaches essentials of IT Infrastructure Library (ITIL®) and helps you to understand how your organisation can benefit significantly by applying the ITIL principles to your work environment. Important Note: ITIL® Fundamentals Foundation Certification Training Course pricing includes the ITIL® Foundation Certificate Exam at the end of the 3rd day of the course. This course also includes the ITIL® Pocket Book 2012 version (Official Title: An Introductory Overview of ITIL®).

Some work will be required by candidates in the evenings, one hour should be allowed for this on day one and day two.

At Course Completion

After completing this ITIL® training course, students will understand the concepts of how to manage and deliver an IT Service which is tailored to meet the needs of the business, using best practice as a guide. These skills will be achieved by developing an understanding of how all of the departments and sections within the IT organisation work together to deliver a service. Concepts such as Change Management, Availability Management, Root Cause Analysis, Incident, Event and Request Fulfilment will be undertaken.

Prerequisites

There are no pre-requisites for this ITIL® training course, however it is assumed that course participants are working or have worked in an IT Service environment or equivalent. This course is a pre-requisite for the Practitioners Certificates and the Managers Certificate in IT Service Management.

ITIL® training is provided by Cobitism PTY LTD, a Peoplecert accredited Training Organisation.

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Module 1: Service Strategy

- Purpose, objectives and scope of Service Strategy
- Value to the business
- What is a service & Service value?
- Functions, roles, processes
- Stakeholders/suppliers & Customer types
- Service Portfolio +(Management), Business case & Risks
- VBF's and CSF's
- Governance
- Service Provider types
- Demand Management
- Financial Management

Module 2: Service Design

- Purpose, objectives and scope of Service Design
- Value to the business
- 5 Aspects, SDP & 4P's
- Process/Service Models/Owners & RACI Model
- Service Catalogue Management
- Service Level Management (SLM)
- SLM reporting & SIP
- Availability Management
- Capacity Management
- Information security Management (ISM)
- IT Service Continuity Management (ITSCM)
- Supplier Management

Module 3: Service Transition

- Purpose, objectives & scope of Service Transition
- Transition planning & support
- Value to the business
- Change Management (including interfaces)
- Release Management (RADM)
- Service Knowledge Management System (SKMS)
- Service Asset & Configuration Management (SACM)
- Knowledge Management
- Competence & Training

Module 4: Service Operation

- Purpose, objectives & scope of Service Operation
- Value to the business
- Event Management (Process)
- Incident Management (Process) (including interfaces)
- Problem Management (Process)
- Request Fulfilment (Process)
- Access Management (Process)
- Communication
- Service Desk (Function)
- Technical Management (Function)
- Application Management (Function)
- IT Operations Management (Function)

Module 5: Continual Service Improvement

- Purpose, objectives & scope of Continual Service Improvement
- Value to the business
- CSI Model
- The 7 step improvement process
- Establish a baseline
- Deming Cycle
- Types of Metrics
- CSF & KPI
- Service owner