ITIL Foundation

OVERVIEW

This exciting and dynamic 3-day course introduces learners to the lifecycle of managing IT services to deliver to business expectations. As well as an engaging case study based approach to learning the core disciplines of the ITIL best practice, this course also positions the student to successfully complete the associated exam, required for entry into the future ITIL Intermediate level training courses.

The ITIL best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.

> **"Dell Marketing L.P.**
>
> *is officially accredited as* Accredited Training Provider for ITIL® Foundation Certificate by EXIN, the Examination Institute for Information Science."

Audience:

IT Management, IT Support Staff, IT Consultants, Business Managers, Business Process Owners, IT Developers, Service Providers, System Integrators.

Learning Objectives:

At the end of this course, you will be able to:

- Identify the key principles and concepts of IT Service Management.
- Identify the benefits of implementing ITIL in an organization.
- Identify the Service Management processes and how they map to the Service Lifecycle.
- Identify the basic concepts and definitions related to the Service Lifecycle.
- Identify the activities and roles involved with the Service Lifecycle.
- Identify the relationship of each component of the Service Lifecycle and how they map to other components.
- Identify the factors that affect the effectiveness of the Service Lifecycle.

Course Organizational Logistics:

Classroom with U-shaped seating arrangement

Whiteboard, projector, flipchart

TV set with standard RCA (VCR-type) input jacks

25 students maximum. There must be adequate space to allow students to take notes.

Course runs 8:00 am – 5:00 pm each day

The exam is scheduled from 4:00 am– 5:00 pm on the last day

Prerequisites:

None, although a familiarity with IT service delivery will be beneficial.

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About the Examination:
- Accredited Foundation training is strongly recommended but not a prerequisite.
- The exam is a closed book, forty (40) multiple choice questions. The pass score is 65% (26 out of 40 questions). The exam lasts 60 minutes.

Credits:
- Upon successful passing of the ITIL Foundation exam, the student will be recognized with 2 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 18 (course code 2690-9320CL)

Agenda:

Day1	Day2	Day3
1. Introduction	5. Service Design	8. Continual Service Improvement
2. Service Management as a Practice	6. Service Transition	9. Technology and Architecture
3. Service Lifecycle		
Lunch		
3. Service Lifecycle	6. Service Transition	10. Exam Preparation
4. Service Strategy	7. Service Operation	Course Evaluation
5. Service Design	7. Service Operation	Exam
Homework (review of day's material)		

Training Material Accreditation Status

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