

# ITIL® Foundation

## 2011 Edition



The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT Service Management in the world. ITIL® is a Best Practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM). This Foundation e-learning is designed to enable delegates to understand the disciplines and processes that help service management staff to deliver and support quality products and services. You will gain knowledge of the internationally recognised Best Practice terminology, structure, basic concepts and the core principles of ITIL® practices for Service Management to fully prepare you for the ITIL® Foundation examination.

### Benefits

- You will gain knowledge of the internationally recognised Best Practice terminology, structure, basic concepts and the core principles of ITIL® practices for Service Management
- Upon completion of the course you will understand the disciplines and processes that help service management staff to deliver and support quality products and services
- The e-learning provides increased control and visibility of progress and achievement
- An exam simulator which results in exceptional pass rates

### Target audience

Anyone who requires a basic understanding of the ITIL® Framework and how it may be used to enhance the quality of IT Service Management within an organisation. IT Professionals that are working within an organisation that has adopted and adapted ITIL® who need to be informed about and thereafter contribute to an ongoing service improvement programme. It will also benefit:

- IT Service Providers
- IT Directors and Managers
- CIO's
- Business Managers
- Service Management Consultants and Contractors
- Business Process Owner

### Why e-learning

Technological improvements and advances in educational design mean that e-learning is no longer just a low cost alternative to traditional training methods. In many respects our courseware offers training which is superior to the majority of available "classroom" options.

Not only is the effectiveness of the training process enhanced, but also the convenience and overall cost efficiency of e-learning makes it a compelling option for training. Training can be targeted at specific individual requirements and staff learn exactly what they need, any time, any place. Staff also learn at their own pace and can repeat each section as many times as they need during the course and as a refresher.

### What's included?

- The ITIL® Foundation e-learning
- Randomised ITIL® Foundation exam simulator
- ITIL® Foundation exam voucher – must be taken within 12 months of purchase
- ITIL® process model
- ITIL® handbook
- Full tutor support via phone and email while you study



**Minimum Requirements**  
 The course is designed to run on a multimedia PC with Windows, CD-ROM, sound and display resolution of at least 1024 x 768. Apple Mac course options are also available.



# Learning Synopsis



## Session 1 – Overview of ITIL® and Service Management

- Objectives of course
- What is Service Management?
- What are services?
- Early history of ITIL® and the future of ITIL®?
- ITIL® examination bodies
- Complimentary standards and publications
- Why is good practice needed?
- Benchmarking
- Overview of the ITIL® Service Lifecycle stages
- Functions, processes and roles explained
- Topic quiz

## Session 5 – Service Operation

- Overview of the Service Operation stage of the Service Lifecycle
- Topic quiz
- Incident management process, problem management, event management, request fulfillment, access management methods, activities and tools, generic process activities
- Service desk and other functions
- Session summary

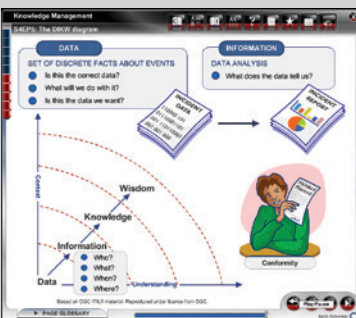


## Session 2 – Service Strategy

- Session objectives including an overview and introduction to Service Strategy
- Key concepts within Service Strategy
- The Service Portfolio and the Service Catalogue
- Topic quiz
- Service Strategy processes
- Components of value and value creation
- Service Portfolio management process and roles
- Demand management process and roles
- Generic roles, Service Owner, Process Owner, Process Manager, Process Practitioner, Product Manager and the Business Relationship Manager role

## Session 6 – Continual Service Improvement

- Overview of the Continual Service Improvement stage of the Service Lifecycle
- CSI tools and techniques including the Deming cycle, CSI model and the CSI register
- 7 Step Improvement process model
- Roles involved in CSI
- Session summary



## Session 3 – Service Design

- Overview of Service Design
- Topic quiz
- Supplier and Service Level management
- Service Catalogue management
- Availability management
- Information Security management
- Capacity management
- IT Service Continuity management
- Design coordination

## Session 7 – Technology and Architecture

- Objectives for use of technology and tools
- Tool evaluation and tool selection process considerations
- Tools and technology across the Service lifecycle stages
- Session summary



## Session 4 – Service Transition

- Overview of the Service Transition stage of the Service Lifecycle
- Topic quiz
- Service Transition processes
- Roles involved with Service Transition activities
- Session summary

## Session 8 – ITIL qualification scheme and exam technique

## Session 9 – Exam simulator

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