



v2 FOUNDATION CERTIFICATE (ITIL2F)

OVERVIEW

During the course, delegates will learn about the internationally recognised best practice concepts of the IT Infrastructure Library (ITIL®) and the benefits that can be gained by adopting the processes. The Foundation course is designed to enable delegates to understand the disciplines and processes that help service management staff to deliver and support quality products and services.

TARGET AUDIENCE

This course would benefit:

- People working in IT Service Management who may be new to the role or may already have experience in this function.
- IT Service Providers
- IT Directors and Managers
- CIO's
- Business Managers
- Service Management Consultants
- Any organisation that depends on IT Services

DURATION

This is an intensive three-day course leading to the ITIL® Foundation examination which takes place on the final day.

PREREQUISITES

Delegates should have an understanding of service management, however knowledge of ITIL® is not required.

COURSE CONTENT

This course provides a brief introduction to the syllabus set down by the ISEB and EXIN, including:

- Service Desk
- Incident Management
- Problem Management
- Change Management
- Configuration Management
- Release Management
- Service Level Management
- Financial Management (IT)
- Capacity Management
- IT Service Continuity Management
- Availability Management
- Security Management

DATES AND PRICES

See our latest schedule for dates, venues, and prices. Visit us at www.ilxgroup.com

RESERVATIONS AND INFORMATION

To reserve your place on this course, or to find out more about in-house courses, contact our training advisors on 01270 611600.

RELATED COURSES

- ITIL® Executive Briefing
- ITIL® Overview Workshop
- ITIL® Manager's Certificate
- ITIL® Practitioner's Certificates