



ITIL® Foundation Certificate (ITIL3F)

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 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. During the course, delegates will gain knowledge of the internationally recognised Best Practice terminology, structure, basic concepts and the core principles of ITIL® practices for Service Management. At the end of the course participants will be ready to sit the ITIL® Foundation examination.

Course Content

Upon successful completion of the course candidates can expect to gain competencies in the followings:

- Service Management as a Practice (comprehension)
- The ITIL® Service Lifecycle (comprehension)
- Generic concepts and definitions (awareness)
- Key principles and models (comprehension)
- Selected processes (awareness)
- Selected functions (awareness)
- Selected roles (awareness)
- Technology and Architecture (awareness)
- Competence and training (awareness)

Duration

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

Pre-Requisites

Delegates should have an understanding of IT Service Management but there are no specific pre-requisites.

Accreditation

- Multiple-choice
- 1 hour duration
- 40 questions
- Minimum of 26 correct answers to pass
- Closed-book.



Target Audience

- Individuals who require 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 Owners.

Scheduled Dates and Prices

See our latest public 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 **+44 (0)1270 611600** or email training@ilxgroup.com for further assistance.

For further information contact ILX Group plc:
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