ITIL® Foundation Training Certification

Delivery Method: Online

Duration: 180 Days

What you will learn

ITIL certifications are recognized internationally across industries and regardless of the size of the organization. The extensive online course provides delegates with comprehensive training to prepare them for the ITIL examination (based on "The ITIL Foundation Certificate in IT Service Management Syllabus," latest edition).

It will enable delegates to:
- Understand all the elements of the ITIL syllabus
- Understand the specific examination language
- Learn strategies and techniques for mastering the examination

Students will learn how to:
- Explain the context of IT Service Management
- Plan improvements
- Execute improvement plans and strategy
- Demonstrate the use of various ITIL techniques and processes
- Define a new service and its use throughout the Service Lifecycle
- Design services' management processes, matrices and organizational governance

Examination Guidelines

Examination structure: Questions from all chapters, testing both understanding as well as memory
Question structure: Multiple choice

Participants will be requested to take the ITIL examination on the final day of the course. The examination consists of:
- 40 compulsory questions; No negative marking
- One hour

Course Inclusions

- Study guides including PDF files, Video tutorials
- Podcasts: Download it and listen to it at your convenience.
- Interactive Case Study
- Interactive Glossary and crosswords
- Phone App
- 6 Chapter Tests and Evaluation Tests
- Sample Papers
- 18 PMI PDUs

Audience Profile

The target groups of the ITIL® Foundation Certificate are:

- Individuals who require a basic understanding of the refreshed 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 program.

Prerequisites

Although no prior IT experience is required to apply for the certification exam, it is recommended that delegates have some experience working in an ITSM environment or service desk and have a basic understanding of ITSM issues. Even an aspirant ITSM professional can take this course.

Delegates will be provided access to this online self-study material within 48 hours of making the payment. Student success in this intensive online course will be enhanced by paying close attention to the study materials and the chapter tests.

ITIL® Foundation Training Certification

Delivery Method: Online

Duration: 180 Days

Course Outline

Introduction
1. Introduction/Housekeeping
2. Introduction to key ITIL concepts
3. IT as a Service
4. Introduction to processes and process management
5. The Service Lifecycle approach

Service Design
1. Purpose, goal, objectives and scope
2. Service Design processes
3. The 4 P's
4. Service Design aspects
5. Service Catalogue Management
6. Service Level Management
7. Capacity Management
8. Availability Management
9. IT Service Continuity Management
10. Service Portfolio
11. Information Security Management Supplier management

Service Transition
1. Purpose, goal, objectives and scope
2. Service Transition value to the business
3. Technology and architecture in Service Transition
4. Service Transition Processes
5. Change Management
6. Service Asset and Configuration Management
7. Release and Deployment Management
8. Knowledge Management

Service Strategy
1. Purpose, goal, objectives and scope
2. Value Creation through Services
3. Assets – Resources and Capabilities
4. Service Strategy – Main activities
5. Service Strategy processes
6. Service Portfolio Management
7. Demand Management
8. Financial Management

Service Operations
1. Purpose, goal, objectives and scope
2. Service Operation definitions
3. The Service Desk
4. Technical Management
5. Application Management
6. IT Operations Management
7. Service Operations processes
8. Event Management
9. Request Fulfilment
10. Problem Management
11. Access Management

Continual Service Improvement
1. Purpose, goal, objectives and scope
2. Models and Processes
3. The Deming Cycle
4. Measurement and metrics
5. The Seven-Step Improvement Process
6. Continual Service Improvement activities
7. Risk Management
8. Continual Service Improvement interfaces
9. Interface with Service Level Management

Case Studies and Practice Test