

# ITIL 2011 Foundation Course & Exam



## Course Overview

- Provides a practical understanding of ITIL® 2011 key concepts, principles, process and functions.
- Prepares students to pass the globally recognised “ITIL 2011 Foundation Certificate in IT Service Management” exam.
- Exam is inclusive of course fee and comprises 40 multiple choice questions.
- Course and Exam are English language. Extra exam time allowed if English not the candidate’s first language.
- Instructors are active practitioners of ITIL, draw on in-depth hands-on experience, provide real-life examples and are passionate. In most cases, the Instructors were themselves trained by the original pioneers of ITIL.
- Courses typically run over weekends. Especially attractive to contractors as this saves the loss of income during the training.

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## COURSE CONTENT

- Introduction to Service Management
- The importance of Service Management
- Definitions of a Service and Service Management
- Service Management as a practice
- The Service Lifecycle
- Objectives and business value for each phase of the Lifecycle stage
  - Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement
- Key Principles and models of ITSM
- Types of service providers
- Five major aspects of Service Design
- Service V model
- Continual Service Improvement model
- Processes and Functions
- Characteristics of a process
- Objectives, business value, basic concepts, roles and interfaces of:
  - Service Portfolio Management, Service Level Management, Incident Management, Change Management
- Overview of the functions:
  - Service Desk, Application Management, Operations Management, Technical Management
- Organisation, structure and key roles
- Technology and architecture