



ITIL 2011 Foundation Blended Learning

ITIL® is recognised internationally as the best practice approach to IT Service Management.

ITIL 2011 Foundation is an introduction to the ITIL framework and leads to the Foundation Certificate in IT Service Management.

Using the latest interactive e-learning technology, the blended learning approach is particularly attractive for organisations and delegates who need to reduce the time out of the office and need to study more flexibly.

The benefit of having the classroom day allows tutor contact to assist with explaining practical real world examples and additional exam help. This results in an improved understanding of ITIL plus a higher successful exam pass rate.

Why Best Practice Training?

- Proven track record and excellent pass rates - 93% (industry average = 92%, figures for Jan to Sept 2014)*
- Fully accredited courses and expert trainers available to answer any questions
- The latest self-study e-learning technology plus interactive materials in the classroom ensure a hands-on approach for all delegates
- Small class sizes - typically less than ten delegates

Benefits to the business and the individual

- Proven best practice processes result in improved IT services and increased productivity throughout the business
- Better process management leads to increased efficiency and reduced costs
- Flexible, scalable and systematic – the framework can be used within different organisations irrespective of size or industry
- Recognised professional qualification

Audience

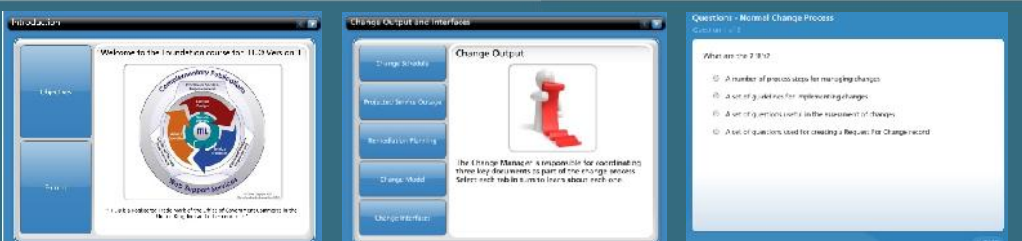
IT Managers and Staff
Project Managers
User Managers
Other team members involved in IT Service Management
Those wishing to achieve the ITIL Foundation certification
Those wishing to progress to higher levels of ITIL

Course duration

Approximately 18 hours of self-study before one day of classroom training.

Pre-requisites

There are no pre-requisites although a general level of IT literacy and experience in IT and/or liaising between IT and the business is expected. Delegates are required to have completed the online training component before the classroom training day.



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*Source = BCS exam board

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Course outline

It is suggested that delegates spend approximately 18 hours of online self-study before the one day of classroom training. However as the course is designed to be self-paced many delegates will find they require less time than this. Delegates are given access to the e-learning system up to 60 days before the classroom day (upon receipt of payment). Delegates must sign up for the course at least 10 days before the classroom day to ensure they have enough time to cover the course topics in advance

Having completed the course, delegates will have:

- Gained an appreciation of the importance of Service Management to IT and the business
- Understood how ITIL can be used to enhance the quality of IT service management within an organisation
- Comprehend and have an awareness of key areas of the 5 ITIL core books

During the classroom day, a high level overview of ITIL is covered allowing further questions and queries relating to course content. The tutor will also use this time to further highlight the real world uses of ITIL and discuss some examples adding further benefit to the content covered by the online course alone. There will be opportunity for further exam practice before taking the exam during the afternoon.

Via the e-learning component and the one day of classroom training, the topics listed below are covered.

Course content

An introduction to IT Service Management

- What is "Service Management"
- Understanding customer requirements

Service Lifecycle

- The objectives and business value of each phase in the lifecycle

Service Strategy

- Purpose, objectives and scope of Service Strategy
- Value to the business
- Value creation through services
- Purpose, objectives and scope for Service Portfolio Management, Financial Management and Business Relationship Management

Service Design

- Purpose, Objectives and Scope
- Value to the business
- People, Processes, Products and Partners
- The five major aspects of Service Design (designing Service Solutions, Service management system and tools, Management and technology architectures, Processes, Measurement systems, methods and metrics)
- Service Design Processes (including Service Level Management, Availability Management, Capacity Management, IT Service Continuity Management)

Service Transition

- Purpose, objectives and scope
- Value to the business

Service Transition cont.

- Service Transition Processes (Transition Planning & Support, Change Management, Knowledge Management, Service Asset & Configuration Management and Release & Deployment Management)

Service Operation

- Purpose, Objectives and Scope of Service Operation
- Value to the business
- Service Operation Processes (Incident Management, Problem Management, Event Management, Request Fulfilment and Access Management)
- Service Desk function (role, objectives and organisational structures)

Service Operation cont.

- Roles and objectives of Technical Management, Application Management, IT Operations Management (IT Operations Control and Facilities Management)

Continual Service Improvement

- Main purpose, objectives and scope of CSI
- Value to the Business
- The CSI approach
- The Deming Cycle
- The 7-step Improvement Model
- The role of measurement (baselines and types of metrics)
- CSFs and KPIs

Technology and Architecture

- Review of the generic requirements for an integrated set of Service Management Technology

Exam details

A one hour exam is taken in the afternoon of the classroom training day. The exam consists of 40 multiple choice questions and the pass mark is 65%. This is a closed book exam i.e. entrants may not refer to any course materials or their own notes. Delegates who pass the exam will be awarded the Foundation Certificate in IT Service Management.