# ITIL 2011 Foundation

ITIL$^{®}$ is recognised internationally as the best practice approach to IT Service Management aligning the provision of IT Services with the needs of the business. It is used globally by thousands of organisations throughout the private and public sectors to improve the way in which they implement and manage IT Services.

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

## Why Best Practice Training?

- Proven track record and excellent pass rates - 93% (industry average = 92%, figures for Jan to Sept 2014)*

- Expert trainers and fully accredited courses

- Interactive training materials ensure a hands-on approach for all delegates

- Small class sizes - typically less than ten delegates

## Benefits to the individual

- Recognised professional qualification

- Understand ITIL and how it can be used to enhance individual effectiveness in the workplace

- Confidence and knowledge to contribute to an on-going service improvement programme

- Helps individuals to improve the quality of IT service management within organisations

- Pre-requisite for higher levels of ITIL study

## Benefits to the business

- The adoption of proven best practice processes results in improved IT services and increased productivity throughout the business

- Improved customer satisfaction and less down time through quicker fixes

- Better process management leads to increased efficiency and reduced costs

- The framework is flexible, scalable, and systematic and can be used within different organisations irrespective of size or industry

## 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

## Course duration

Three days

The exam is normally taken during the afternoon of the third day

## 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.

*Source = BCS exam board

## Course outline

The objectives of this course are to:

To gain an appreciation of the importance of Service Management to IT and the business

To understand how ITIL can be used to enhance the quality of IT service management within an organisation

To enable comprehension and awareness of key areas of the 5 ITIL core books (Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement)

## Our courses include:

- Full colour, high quality accredited courseware
- Experienced and accredited trainer
- ITIL Foundation exam
- Pre-course reading to help you prepare for the course and exam
- Refreshments and lunches

## Course content

**An Introduction to 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)
- 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

**Mock exam and review of topics**

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