



# ITIL Foundation Online Course

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 online learning approach is particularly attractive for organisations and delegates who need to study more flexibly.

## Why Best Practice Training

- Proven track record and excellent pass rates - 93% (industry average = 92%, figures for Jan – Sept 2014)\*
- Fully accredited courses and expert trainers available to answer any questions by email, skype or telephone
- The latest self-study e-learning technology

## Benefits to the business & 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

Self-paced course but approximately 15 to 22 hours.

## 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.



## Course outline

Having completed the course, you 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

Through the online course, the topics listed below are covered. Once you feel ready to sit the exam, please contact us so we can book your exam for you.

## 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

### Service Design cont./

- 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 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

## Exam details

The one hour online 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.