SURESKILLS
Be tomorrow ready.

ITIL® Foundation

Overview

This three-day instructor led course (including the exam) is an intensive, interactive workshop consisting of formal lecturing, discussions, exercises, presentations & mock examination questions. On the last afternoon of the course there is a 40 question multiple choice examination of one hour. The main objective of the ITIL® Foundation is to obtain knowledge of the ITIL® terminology, structure and basic concepts and to comprehend the core principles of ITIL® practices for Service Management. The course enables delegates to understand how an integrated IT Service Management framework, based on ITIL® best practice guidelines, can be adopted and adapted within their own organisations following the new service lifecycle approach. SureSkills is accredited by PeopleCert & Axelos.

Objectives

Upon completion of this course the delegates will have:

- Learned which ITIL® processes are essential to Support & Deliver a quality IT Service.
- Gained an understanding of how these processes relate to each other and to wider IT & business issues. Improve your contribution to Service Management within your own organisation.
- Pass the exam on the last day to begin your ITIL Certification journey

Content

- Introduction to & importance of IT Service Management, the Service Lifecycle and best practice
- Concept of Service Management
- Key Principles & Model of ITSM
- Definition of a Service
- Definition between Functions, Roles & Processes
- The need for a strong service culture

The Service Lifecycle

The objectives and business value for each phase of the Service Lifecycle and the main goals and value to the business provided by each phase of the lifecycle covering the 5 core books:

Who Should Attend

- This course is designed for all staff involved with IT Service Management disciplines and gives an awareness of the techniques involved across the range of IT Service Support and Delivery processes
- Increase the likelihood of success for service improvement programmes within your organisation Candidates who are successful in the examination will personally attain the industry recognised Foundation Certificate in IT Service Management - a measure of their capability & performance

Prerequisites

There are no Pre-requisites or Pre-course reading material for ITIL® Foundation.

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ITIL® Foundation

Course Code
SSI002
Duration
3 Days
Format
Class Room

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Key Principles & Models of ITSM

- The types of service provider
- The five major aspects of Service Design
- The service V model
- The Continual Service Improvement model

Explanation of the Functions

- Service Desk
- Application Management

Operations Management

- Technical Management

Organisation Structure & Key Roles

- Using the RACI model

Technology & Architecture

- Generic requirement for an integrated set of ITSM technology

The Objectives & Basic Concepts of

- Demand Management
- Financial Management
- Service Catalogue Management
- Availability Management
- Capacity Management
- Supplier Management
- Information Security Management
- IT Service Continuity Management
- Service Asset and Configuration Management

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Course Code
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Duration
3 Days
Format
Class Room

- Release and Deployment Management
- Event Management
- Problem Management
- Request Fulfilment
- Access Management
- The 7 step improvement process

Documentation

Comprehensive course documentation is provided on the first day of the course. This material has been approved byAxelos.

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