

ITIL Foundation

GWE10901

3 day

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ITIL® Foundation (Version 3) is a three-day course intended to introduce students to the high-level concepts associated with version 3 of the IT Infrastructure Library (ITIL) and prepare students to take the (optional) ITIL Foundation Certification Examination. ITIL is a set of books that provides comprehensive and interrelated codes of practice in achieving the efficient support and delivery of high quality, cost effective IT services. The ITIL Foundation Examination tests the candidate for a basic of understanding of ITIL concepts.

Prerequisites

While this course has no specific prerequisites, it is assumed that students will have a basic level of IT literacy.

Course Summary and Lessons

Lesson 1: Course Administration and Introductions

Lesson 2: Service Management and ITIL

Lesson 3: Service Management as a Practice

Lesson 4: The Service Lifecycle

Lesson 5: Service Strategy

Topic 5A: Service Portfolio Mgt, Demand Mgt, Financial Mgt

Lesson 6: Service Design

Topic 6A: Service Level Mgt, Service Catalog Mgt, Availability Mgt, Information Security Mgt

Topic 6B: Supplier Mgt, Capacity Mgt, IT Service Continuity Mgt

Lesson 7: Service Transition

Topic 7A: Change Mgt, Service Asset & Configuration Mgt, Release and Deployment Mgt

Lesson 8: Service Operation

Topic 8A: Incident Mgt, Event Mgt, Request Fulfilment, Problem Mgt, Access Mgt

Topic 8B: Service Desk, Technical Mgt, Application Mgt, IT Operations Mgt

Lesson 9: Continual Service Improvement

Topic 9A: Improvement Process

Lesson 10: Sample Exam