

ITIL 2011 Foundation TRAINING COURSE OUTLINE



Program Overview

ITIL (IT Infrastructure Library) is a collection of best practices for the management and delivery of IT services and IT infrastructure. These best practices cover all the key Service Management and Service Delivery processes, and recommend the concept of a Service Desk that is designed to improve the function of the conventional Help Desk.

This course introduces the learners to ITIL, IT Service Management (ITSM), and the key processes that are part of the ITIL Best Practices framework. The ITIL Foundation course uses a combination of excellent delivery from experienced ITSM practitioners / trainers and a virtual case study VESM™ to simulate an actual scenario and introduce learners to key ITIL processes. The result of this course is high knowledge retention, enhanced learning impact and a certified knowledgeable ITSM practitioner.

Duration

3 – Days Program

Learning Objectives

At the end of the training, participants are expected to:

- Identify and appreciate the various ITIL processes involved in IT Service Management
- Learn the key business benefits of these processes and how to integrate them into your business' IT services model
- Gain insights into the synergy between organizational IT and the overall business
- Learn ITSM concepts via an exciting and interactive simulation and practical case studies for easy implementation in the future
- Obtain the “Foundation Certificate in IT Service Management”

Target Audience

- IT Managers

- IT Consultants
- IT Support Personnel
- Key Business Users
- All personnel responsible for delivery of IT services in the Organization

Program Structure and Outline

The Program is delivered using a combination of instructor-led lectures, case study and exercises on practical implementation of the concepts discussed within the training. The topics presented below define the areas of focus under the program.

- **Service Management as a Practice**
- **ITIL and ITIL Best Practices – An Overview**
- **The Service Lifecycle**
- **Key Principles and Models**
- **Key Processes and Functions**
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement
- **Functions**
- **Roles and Responsibilities**
- **Exercises and Case Studies**
- **Exam Review and Mock Exam**
- **Summary**

➤ Open Discussion