

Achieving Itil Foundation Certification

Course: **00041**

Filter: **Beginner**

Duration: **20 hours**

Category: **ITIL**

Price: **3000,00 €**

About Course

What Is ITIL? + Key Benefits of this ITIL Certification Course: This ITIL Foundation Certification training course is where you can start your journey into the realm of ITIL (Information Technology Infrastructure Library). ITIL is the most recognized Service Management framework in IT. It consists of five core disciplines that provide recommendations on: 1) Service Strategy 2) Service Design 3) Service Transition 4) Service Operation 5) Continual Service Improvement These disciplines represent a service lifecycle framework that enables IT to better align to the business and solve specific operational needs. ITIL is not about creating things like projects do, it's about delivering IT services that demonstrate real value to the organization. In this ITIL Foundation course, you gain an essential understanding of the ITIL framework as well as the best practices to more effectively manage IT service delivery to customers. This three-day course taught by real-world ITIL practitioners will provide the knowledge needed to pass the ITIL foundation certification exam, two credits towards ITIL Expert certification, and entry points to more advanced ITIL courses.

What you'll learn

- Prepare for and pass the ITIL Foundation certification exam
- Identify opportunities to develop IT processes using ITIL guidelines
- Interact with IT teams using ITIL terminology and concepts
- Explore IT service management processes
- Recognize the importance of IT and business integration

Pre-requisites

- Basic IT literacy

Curriculum

Module 1: Service Management as a Practice

- The efficient development of new services and the improvement of existing services
- Good practice
- Functions, roles and processes
- Design, development and utilization of services
- Utility and warranty
- Service design and the business
- IT and the business integration

Module 2: ITIL Service Lifecycle

- Service strategy
- Service design
- Service transition
- Service operation
- Continual service improvement
- Integrating the processes throughout the lifecycle
- Explaining the objectives and scope for each phase

Module 3: ITIL Core Concepts

- Service portfolio
- Service catalog
- Business case
- Risk
- Service provider
- Supplier
- Service Level Agreement (SLA)
- Operational Level Agreement (OLA)

- Service request
- Change and release
- Event, alert and incident
- Known error and Known Error Database (KEDB)
- Service Knowledge Management System (SKMS)

Module 4: ITIL Key Principles and Models

- Balancing opposing forces
- Management information systems and tools
- Critical success factors
- Measurement methods and metrics

Module 5: ITIL Processes

- Service portfolio management
- Financial management for IT services
- Business relationship management
- Service Level Management (SLM)
- Design coordination
- Service catalog management
- Supplier management
- Risk assessment and IT service continuity management
- Defining the scope of information security management
- Capacity management
- Availability management
- Business value, asset and configuration management
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- Explaining the objectives of change management
- Knowledge management
- Transition planning
- Release and deployment management
- Process activities of incident and problem management
- Request fulfillment
- Stating the purpose of event and access management
- The seven-step improvement process

- The Deming Cycle (plan, do, check, act)
- Critical Success Factors (CSF) and KPIs
- Types of metrics

Module 6: Service Management Functions and Roles

- Service desk function
- IT operations function
- Technical management function
- The application management function
- The responsibilities of key roles in service management
- Process owner
- Service owner
- Process manager
- Process practitioner
- • Recognizing the RACI responsibility model and its role in determining organizational structure