

[ITIL]: ITIL® Foundation

Length	: 3 days
Audience(s)	: IT Practitioners including user-interfacing frontline staff, IT Consultants, IT Service Providers and IT Managers who are involved in the developing, designing, managing and delivering IT Services within the organization
Delivery Method	: Instructor-led (classroom)

Course Overview

This course is a three-day classroom training relevant for professionals who play a role in developing, implementing and managing IT service quality in order to deliver business value.

This course is designed for IT professionals and consultants who play a role in developing ITIL® best practice guidance, implementation or for those providing support around ITIL® certifications. Practical examples and real life case studies are used to guide and assist with the understanding of key concepts throughout the course. At the end of the three-day classroom training, the certification exam may be taken.

The ITIL® Foundation certificate is awarded to candidates passing the examination.

Participants will also earn 21 Project Management Institute (PMI) Professional Development Units upon course completion.

Audience Profile

This course aims at those IT Practitioners including user-interfacing frontline staff, IT Consultants, IT Service Providers and IT Managers who are involved in the developing, designing, managing and delivering IT Services within the organization.

At Course Completion

This course introduces the concept of the Service Lifecycle. Additionally, key concepts of each ITIL® function, process and lifecycle stage will be expanded upon. By the end of this course, the participants will be able to identify:

- The stages and processes within the Service Lifecycle
- Business value of implementing each process in an organization
- Objectives and basic concepts related to each process
- Activities and roles involved in each process
- Relationship of each process to other processes
- Terminology, techniques and practical approaches

AVANTUS TRAINING PTE LTD

80 Jurong East Street 21 #04-04 Devan Nair Institute Singapore 068897

Main Line: +65 6661 0888 | Fax: +65 6661 0886

Email: enquiries@AvantusTraining.com

www.AvantusTraining.com

Pre-Requisites

There are no prerequisites to attending the ITIL® Foundation course or for sitting for the ITIL® Foundation certification examination.

Certification

Delegates who successfully complete the course and pass the examination will be recognized as certified with ITIL® Foundation under the APMG certification scheme. Delegates who do not attain a passing score for the examination would be awarded a course attendance certificate only.

Pre Course Reading Materials

There are no pre-course reading materials or pre-work needed for this course.

Value added materials provided

Official Quick Reference Guide3

Printed Courseware

Examination

The examination duration is 60 minutes and is a closed-book paper containing 40 MCQ (Multiple Choice Questions) with 4 answers to select from for each question. Only one answer is correct. Each of the 40 questions carries 1 mark for the correct answer. A candidate is expected to answer all questions and must attain a score of 65% (26/40) and above to pass the examination and qualify for certification.

Course Outline**Module 1: The ITIL® Certification Scheme****Module 2: ITIL® Concepts****Lessons**

- The History of ITIL®
- Good Practice and Best Practice
- IT Service Management
- Service and Service Model
- Function - Process - Role
- What is a Process?
- Process Characteristics
- IT Governance and Service Lifecycle

AVANTUS TRAINING PTE LTD

80 Jurong East Street 21 #04-04 Devan Nair Institute Singapore 068897

Main Line: +65 6661 0888 | Fax: +65 6661 0886

Email: enquiries@AvantusTraining.com

www.AvantusTraining.com

Module 3: Continuous Service Improvement**Lessons**

- CSI and the Service Lifecycle
- CSI Model and Principles of CSI
- Ownership and Role Definitions
- Service Measurement
- Frameworks, Models, and Quality Systems
- Deming Cycle
- 7-Step Improvement Process

Module 4: Service Operation**Lessons**

- Service Operation and the Service Lifecycle
- Principles and Processes of Service Operation
- Event Management
- Incident Management
- Problem Management
- Request Fulfillment
- Access Management

Module 5: Service Transition**Lessons**

- Service Transition and the Service Lifecycle
- Principles and Processes of Service Transition
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Knowledge Management
- Change Evaluation
- Transition Planning and Support
- Service Validation and Testing

Module 6: Service Design**Lessons**

- Service Design and the Service Lifecycle
- Principles and Processes of Service Design
- Design Coordination
- Service Catalogue Management
- Service Level Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Supplier Management
- Information Security Management

AVANTUS TRAINING PTE LTD

80 Jurong East Street 21 #04-04 Devan Nair Institute Singapore 068897

Main Line: +65 6661 0888 | Fax: +65 6661 0886

Email: enquiries@AvantusTraining.com

www.AvantusTraining.com

Module 7: Service Strategy**Lessons**

- Service Strategy and the Service Lifecycle
- Principles and Processes of Service Strategy
- Service Portfolio Management
- Financial Management for IT Services
- Business Relationship Management
- Demand Management
- Strategy Management for IT Services

Module 8: Self-Study and Exam Preparation

Avantus Training Pte Ltd is an affiliate of BridgingMinds Network Pte Ltd and acknowledges the ATO for the delivery of ITIL®.

The intellectual property (copyright and trade marks) of the AXELOS portfolio is owned by AXELOS Limited as summarises below

AXELOS word marks & symbols	Trade mark acknowledgement statements
ITIL®	“ITIL® is a Registered Trade Mark of AXELOS Limited”

AVANTUS TRAINING PTE LTD

80 Jurong East Street 21 #04-04 Devan Nair Institute Singapore 068897

Main Line: +65 6661 0888 | Fax: +65 6661 0886

Email: enquiries@AvantusTraining.com

www.AvantusTraining.com