

ITIL® Foundation Course Outline

The Information Technology Infrastructure Library (ITIL®) is a set of best practices for managing IT services that, when implemented within an organisation, will ensure that IT services are aligned to meet the needs of the business. ITIL® is published in a series of five core volumes, each of which covers an ITSM lifecycle stage and the related processes and principles required to ensure that an IT organisation continually delivers value to the business by ensuring the business strategy is realized.

The ITIL® Foundation course is the entry level certification course for IT Service Management Best Practices based on ITIL® version 3. Participants will gain knowledge of the internationally recognized best practice terminology, principles and basic concepts of the Service Lifecycle approach to IT Service Management

Course Objectives

- Understanding the processes, principles, concepts, benefits and challenges of ITIL®
- Gain insight into the holistic Service Lifecycle approach that forms the core of ITIL®
- Understand how these processes contribute to delivering value to an organization
- Identify the activities and roles involved in the Service Lifecycle
- Preparation for the ITIL® v3 Foundation examination

Who should attend?

- Individuals who require an understanding of the ITIL® framework
- Individuals who need to understand how ITIL® can be used to enhance the quality of IT service management
- IT Professionals working within an organization that has adopted the ITIL® framework

Exam & Certification

ITIL® Foundation certificate (1 hour exam at the end of day 3)

Duration and Delivery.

3 Day Instructor-led classroom.

Prerequisites

Some experience working in an IT organisation is recommended.