ACHIEVING ITIL FOUNDATION CERTIFICATION

Course number : 142

Overview

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

Who should attend

- Anyone seeking ITIL Foundation certification
- Those interested in controlling IT costs, improving IT service quality, and balancing IT resources
- All IT professionals, IT project managers, IT managers, IT project or team members, network operators, business process analysts, IT architects, consultants, systems integrators, help desk managers and staff, planners, managed service providers, outsourcers, application developers, and other IT-related positions

Course Preparation:

- Before your event, you will be sent the ITIL Foundation Handbook and a Pre-Course Study Guide, which will let you know which parts of the ITIL Foundation Handbook you should study before class
- To prepare you for the exam, homework and study assignments will be provided each night of the course

Exam Information:

- The ITIL Foundation exam can be taken on the last day of the course (in-class), or any time after the course is completed via ProctorU (online) or at an eligible testing center
- Achieving the ITIL Foundation certificate provides two credits toward your ITIL Expert certification
- Attendees must hold the ITIL Foundation (V3 or 2011) Certification in order to move on to the Intermediate or Practitioner levels

All-Inclusive — ITIL Exam Success Package, After-Course Coaching, Exam Fee:

- Learning Tree is with you from the beginning of your planning until you pass your certification exams with Unlimited FREE Exam and Course retakes for a year, plus coaching with your instructor to help you prepare for your exam or answer real-world ITIL implementation challenges. In fact, successful ITIL implementation often relies on key internal sponsors to ensure the required culture change occurs after ITIL training, so your instructor can help identify important next steps.
- ITIL course attendees that would like to retake their ITIL course or exam must do so within 12 months of the original course date and will not be charged for their retake. If an attendee fails an exam and then two retakes, the attendee must re-attend the course before taking the exam again.

Online or In-person:

- Schedules are busy, but ITIL online training makes it easy to up-level your career. If you need to train for your ITIL certification online, we've got you covered.
- Our industry-recognized AnyWare course delivery option gives you the advantages of a live classroom right from the comfort of your computer screen – no matter where you are.

Take Your Big Data Course Online or In-person:

Schedules are busy, but big data training online makes it easy to level-up your career. If you need Big Data online training, we've got you covered. Our AnyWare course delivery option gives you the advantages of a live classroom right from the comfort of your computer screen – no matter where you are.

Pre-requis

- Basic IT literacy

Outline

 Service Management as a Practice

Concepts of IT service management

- The efficient development of new services and the improvement of existing services
- Good practice
- Functions, roles and processes

The service lifecycle

- Design, development and utilization of services
- Utility and warranty
- Service design and the business
- IT and the business integration

ITIL Service Lifecycle

The five core processes

- Service strategy
- Service design
- Service transition
- Service operation
- Continual service improvement

The value of the ITIL service lifecycle

- Integrating the processes throughout the lifecycle
- Explaining the objectives and scope for each phase

ITIL Core Concepts

Identifying and documenting the services

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

Optimizing the infrastructure

- Service request
- Change and release
- Event, alert and incident

- Known error and Known Error Database (KEDB)
- Service Knowledge Management System (SKMS)

ITIL Key Principles and Models

Value-creation through services

- Balancing opposing forces
- Management information systems and tools

Exploring the importance of people, processes, products and partners

- Critical success factors
- Measurement methods and metrics

ITIL Processes

Service strategy

- Service portfolio management
- Financial management for IT services
- Business relationship management

Service design

- 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

Service transition

- Business value, asset and configuration management
- Explaining the objectives of change management
- Knowledge management
- Transition planning
- Release and deployment management

Service operation

- Process activities of incident and problem management
- Request fulfillment

- Stating the purpose of event and access management

Continual service improvement

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

 Service Management Functions and Roles

Outlining IT organization functions

- Service desk function
- IT operations function
- Technical management function
- The application management function

Defining service roles

- 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
- How service automation assists with integrating service management processes

Schedule

 Location Dates Status

Tuition

IN CLASSROOM OR ONLINE PRIVATE TEAM TRAINING

STANDARD   **$3895**

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GOVERNMENT $3895

FAQ

Certification