Course Outline:

Achieving ITIL® Foundation Certification *(Course 1197)*

What is this course about?

This exam-preparatory course provides comprehensive coverage of foundation concepts within the Information Technology Infrastructure Library (ITIL). Through practical assignments, practice exam questions and daily review sessions, you explore and evaluate best practice in IT service management based on the ITIL methodology. You also assess the activities, roles and security issues involved in the service management lifecycle, examine the components of each of the core service management processes (service strategy, service design, service transition, service operation, and continual service improvement) and cover key service management terminology.

The course culminates in the ITIL Foundation Certification Exam, which is offered on the last day of class.

Who should attend?

This course is valuable for professionals involved in all facets of IT service management, including IT service and support managers and staff, project managers and key business users.

Duration:
3 Days

This course qualifies for:
1.8 CEUs
18 NASBA CPEs
18 PMI PDUs

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