

DESCRIPTION

A highly intensive accredited three-day course for IT managers, team leaders and other IT professionals who need an understanding of the ITIL® framework and how it can be used to improve the quality of IT services.

It shows how ITIL® best practice can be adopted and adapted within an organisation. It focuses delegates on service quality and business value. It fully prepares delegates for the ITIL® Foundation Certificate in IT Service Management examination.

There is the possibility to organise the Foundation course over 4 days for less intensity.

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OBJECTIVES

- ✓ To prepare delegates for the Foundation certificate in IT Service Management
- ✓ To overview the contents of ITIL®: key concepts, definitions, terminology, processes, functions and roles
- ✓ To understand the Service Lifecycle
- ✓ To overview the objectives, business value, basic concepts, main processes and functions for each phase of the Service Lifecycle
- ✓ To relate the ITIL® framework approach to day to day IT activities
- ✓ To introduce the service culture
- ✓ To understand the benefits Service Management can bring to an organisation and to IT staff

PRE-REQUISITES

Delegates are advised to complete some precourse reading for which material will be provided in advance of the course.

STRUCTURE

This course consists of formal lecturing, discussions, exercises and mock exams. Evening self-study will also be required.

The ITIL® Foundation examination is organised on the last afternoon. It is a one-hour, 40 question, multiple choice examination needing 26 (65%) to pass.

CONTENTS

The course is accredited and follows the official syllabus.

- ✓ Introduction to Service Management
- ✓ Introduction to ITIL®
 - The Service Lifecycle
 - Key definitions and concepts: quality, value, outcomes, process, function, role
- ✓ Service Strategy
 - Key concepts: value to the business, types of service providers
 - Service Portfolio Management
 - Demand Management
 - Financial Management
 - Business Relationship Management
- ✓ Service Design
 - Key concepts: holistic approach, the Service Design Package, the 4 Ps
 - Design Coordination
 - Service Level Management
 - Service Catalogue Management
 - Capacity Management
 - Availability Management
 - IT Service Continuity Management
 - Information Security Management
 - Supplier Management
- ✓ Service Transition
 - Transition Planning and Support
 - Service Asset and Configuration Management
 - Change Management
 - Release and Deployment Management
 - Knowledge Management
- ✓ Service Operation
 - Incident Management
 - Event Management
 - Request Fulfilment
 - Problem Management
 - Access Management
 - Functions: Service Desk, Technical Management, Application Management, IT Operations Management
- ✓ Continual Service Improvement
 - Key concepts: governance, risk, measurement, RACI matrix
 - Deming cycle
 - CSI approach
 - 7 step improvement process
- ✓ ITIL® qualifications
- ✓ Conclusion
- ✓ Preparation for the exam
- ✓ Exam

For further details or reservations, please email to info@keytoyou.be