

OVERVIEW



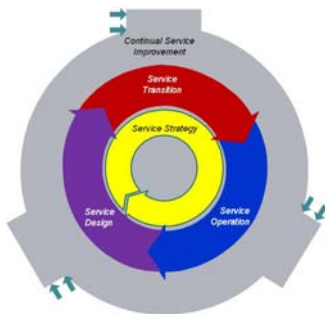
The ITIL Fundamentals Foundation Certificate Workshop is a 3-day workshop based on the Information Technology Infrastructure Library (ITIL) framework.

ITIL, the Information Technology Infrastructure Library, is the most widely accepted IT-process management framework in the world. It has been accepted as the de facto standard for managing IT organisations. ITIL describes the processes required for managing an IT infrastructure efficiently and effectively in order to guarantee the service levels agreed upon by the IT organisation and its customers.

WORKSHOP OBJECTIVE

This workshop is specifically designed for IT practitioners wanting to gain knowledge and accreditation in IT Service Management Best Practice. Participants will learn the essential concepts of ITIL and be equipped with the knowledge to confidently apply its underlying principles. They will also undertake the examination at the conclusion of the workshop.

CORE LIFE LIFECYCLE STAGE



This course is based upon the 5 Lifecycle publications which are the core of the IT Infrastructure Library (ITIL). Each Lifecycle outlines the processes and roles required to manage that lifecycle. These are:

- The Service Strategy Lifecycle – ensuring that the direction of the IT of the IT organisation is consistent with that of its customers
- The Service Design Lifecycle – designing services which best meets the needs of the customer
- The Service Transition Lifecycle – transitioning new services into the live environment
- The Service Operation Lifecycle – Managing the day to day operations
- The Continual Service Improvement Lifecycle – ensuring the ongoing quality and relevance of the services

BENEFITS

Using the ITIL framework in an IT organisation provides the following benefits:

- Establishment of common terminology
- Consistency in the delivery of services
- Understanding of the business dependencies which influence IT service delivery
- A business understanding within the IT organisation

TARGET AUDIENCE

This workshop has been designed for all levels of staff within an IT Service Delivery Organization:

- IT Managers
- Support Team Leaders
- Service Desk Supervisors
- Change Managers
- Service Level Managers
- Operations Managers
- Problem Managers

PREREQUISITES

Participants should be working in the areas described above, or be seeking to do so within the near future.

LEARNING OUTCOMES & FACILITATION

Participants will develop a thorough understanding of the ITIL process model and how all of the processes interrelate. The goal, the activities, the terminology, the application and the benefits will be discussed for each ITIL process.

CERTIFICATION



On the final day of the workshop, participants will undertake the ITIL V3 Foundation Certificate Exam (paper-based, multiple choice questionnaire of 40 questions over 60 minutes) as developed by **EXIN**. ITIL Foundation certification is an internationally recognised accreditation issued by EXIN in the Netherlands.

To be awarded the Foundation Certificate in IT Service Management, students must achieve a result of 65% in the exam.

A minimum of 2 weeks confirmed notice is required to register and order the EXIN Foundation Examination papers.

21 PROFESSIONAL DEVELOPMENT UNITS (PDUs) AWARDED



PM-Partners is a Global PMI (Project Management Institute) Registered Education Provider.

Participants who have been awarded the Project Management Professional Certification (PMP®) by the Project Management Institute are eligible to earn 21 PDUs for their participation in this workshop.

DELIVERY

All workshops may be conducted onsite or at our premises, with experienced facilitators providing group and our/individual instruction. Training is provided through hands – on learning, relevant exercises and the provision of a participant handbook.

A course reference manual will be provided for each participant.

Workshop Content Summary

- What is ITIL & IT Service Management
- An Introduction to Process Management
- The Service Strategy Lifecycle:
 - Service Strategy
 - Financial Management
 - Demand Management
 - Service Portfolio Management
- The Service Design Lifecycle:
 - Service Level Management
 - Availability Management
 - Capacity Management
 - IT Service Continuity Management
 - Security Management
 - Supplier Management
 - Service Catalogue Management
- The Service Transition Lifecycle
 - Change Management
 - Release and Deployment Management
 - Software Asset and Configuration Management
- The Service Operation Lifecycle
 - Incident Management
 - Problem Management
 - Event Management
 - Access Management
 - Request Fulfillment
- The Continual Service Improvement Lifecycle:
 - The seven step improvement process
- Exam Preparation
- EXIN ITIL Foundation Certificate Exam