



ITIL Foundation E-Learning

Duration: 1.00 Days **Course Code: E-ILFN**

Overview:

This course provides IT managers, practitioners, support staff and staff interfacing with the information systems function with a practical understanding of the key concepts, principles, processes and functions that enables successful IT service management provision. It also prepares delegates for the ITIL Foundation Certificate Examination.

The course is based on the ITIL best practice service lifecycle approach featured in the latest 2011 guidelines

This event will be hosted on the Global Knowledge Community Learning Portal. From the portal you will access the pre-course work, the eLearning modules and some practice questions. You will also be able to contact your mentor (via email) and request your exam.

Target Audience:

This course is primarily for IT managers, practitioners and support staff involved in the strategy, design, and implementation and on-going support and delivery of business IT services. It also proves useful for those interfacing with information systems who require an insight into service management best practice. This may include Business Analysts, Business Relationship Managers, Project and Programme staff.

Objectives:

- At the end of this course delegates will be able to;
 - Understand how an integrated IT service management framework, based on ITIL 2011 best practice guidelines, can be adopted and adapted within their own organisations
 - Successfully introduce an integrated IT service management framework based on the ITIL best practice service lifecycle approach
 - Be prepared for the ITIL foundation certificate Exam
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Prerequisites:

- There are no mandatory prerequisites

Testing and Certification

- The 'Foundation Certificate in IT Service Management' is a pre-requisite for the all other ITIL-based certificates in IT service management.
 - The examination is a 1-hour, closed book, multiple choice paper of 40 questions
 - The pass mark is 26/40.
 - Delegates will be ready to take the IT Service Management' exam once they have completed all element of the learning programme.
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Follow-on-Courses:

- ITIL complementary courses - Analyst Series, Service Catalogue
 - ITIL lifecycle courses
 - ITIL capability courses
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Content:

Service management as a practice

The basics that help define the concept of a service and service management as a practice

The ITIL service lifecycle

At the very core of best practice guidance is understanding the value of the ITIL service lifecycle, how the processes integrate with each other. Throughout the lifecycle we introduce the objectives, scope and importantly the business value for each phase in the lifecycle

Generic concepts and definitions

Learning the language of ITIL by defining some of the key terminology and key concepts of service management

Key principles and models

Key principles and models of service management contained within service strategy, service design and continual service improvement are studied with the aim of balancing cost and quality to minimise risk to the organisation.

Processes

How do the service management processes within service strategy, service design, line service transition, service operation and continual service improvement contribute to the ITIL service lifecycle and improving business value? To explain the objectives, scope, basic concepts, activities and challenges for four of the core processes (Service level management, incident management, problem line management and change management) To state the objectives and key concepts for vast majority of the remaining processes including how they relate to each other.

Functions

Explain the role, objectives and organizational structures of the service desk function.

Defining the role, objectives and overlap of the other key functions (technical management, application management and IT operations management).

Roles

Covering the principal responsibilities of some of the key roles in service Management (Process owner, process manager, process practitioner, service owner)

Technology and architecture

Understanding how service automation assists with integrating service management processes

Competence and training

An overview of competence and skills for service management, competence and skills frameworks and training.

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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