

# ITIL - Foundation

# ITIL Foundation Training



## Introduction

With few exceptions, enterprises today rely upon IT for the delivery of business-critical services - often directly to the end consumer. It is therefore vital to adopt the most efficient and effective approach to the management of IT Services. In many cases, it is not only necessary to deploy best practice solutions, but also be able to prove this.

This is equally important for in-house service providers and for commercial outsourcing companies alike.

“Best practice” for IT Service Management is principally defined in the volumes that comprise ITIL®, the global, industry accepted, library from the Office of Government Commerce (OGC).

ITIL® provides comprehensive descriptive guidance for achieving world-class IT service management design, reliability, availability, security, recoverability, supportability, and manageability for IT service solutions and computer operations irrespective of the specific vendor’s products, solutions, technologies and systems management tools. ITIL® is the basis for the BS15000 Standard For IT Service Management.

## ITIL Foundation

There are three levels of certification for ITIL being; Foundation, Practitioner and Service Manager.

The ITIL Foundation training is three-day introductory course designed to expose participants to the key concepts of ITIL® Service Delivery and Service Support; introducing and explaining the descriptive elements and terminology used in ITIL®.

The course prepares participants to undertake the official EXIN/ISEB certification exam leading to the world-wide recognized ITIL-Foundation certificate.

## Audience

The primary audience for this course is an IT professional working in the field of IT Service Management and responsible for taking part in the planning and implementation of IT Service operations processes.

Would you like to be Certified in  
ITIL® Service Manager?

Did you know that our Trainer has  
contributed to the ITIL® Support  
Delivery Book and was involved in  
the Quality Assurance Program for  
the “IT Service Management—An  
Introduction” book?

## The Trainer

This course will be delivered through the utilization of a team of highly experienced, professional associates of The Centre For IT Service Management Pte. Ltd. (CISM) who have fully met the professional service years and possess the didactic practice and training experience requirements as detailed by the Information Systems Examination Board (ISEB) and the Examination Institute For Information Science (EXIN).

The lead trainer is well known in the IT-Service Management industry and has contributed to the actual ITIL® Support Delivery books and was involved in the Quality Assurance program for the book “IT-Service Management, an introduction”. Wouldn’t you feel much more confident when being trained by a well recognized industry expert?

## Certification

Certification exams will be administered by an ISEB/ EXIN accredited partner - e.g., Loyalist College of Applied Arts and Technology, in North America, and/or through the world-wide network of Thompson-Prometric Authorised Testing Centres (APTC’s).



## Prerequisites

While there are no specific prerequisites for this course, participants who have at least one year of actual working experience in an enterprise IT computing division are best suited. The Foundation Certificate is a prerequisite for the Practitioner's and Manager's Certificate in IT Service Management.

## Delivery Structure

This is an instructor-led course that uses a combination of presentation lectures and small-group discussion sessions and activities. Three full days are utilized to ensure complete and thorough coverage of all elements and components of the ITIL® best practice approach to IT Service Management. This course includes a set of small-group based exploratory discussions and activities. These are designed to enable participants to experience the application of the ITIL® concepts in a "simulated context" so that they can better understand the principal concepts of the ITIL® models. To ensure certification success, participants are expected to do supplement reading in addition to the class room lectures.

## Course Syllabus

### Day 1

#### Module 1: Service Management Concepts Topics Lesson

1: The Business Challenges Facing IS/IT and IT Service Management

Lesson 2: Overview of ITIL®

**Learning Objectives** -Participants will be able to:

- Describe the general issues facing modern business operations.
- Describe the challenges to IS/IT management and needed responses posed by changes in business.
- Describe the challenge of delivering IS/IT services used for mission-critical work processes performed by the business.
- Explain what ITIL® is.
- Describe the ITIL® approach to Service Management.
- List all ITIL® Support and Delivery functions/processes.
- List the benefits of ITIL®.
- Explain ITIL® certification (Foundation, Practitioner, Manager).

#### Module 2: Introduction To ITIL® Topics

Lesson 1: History of ITIL®.

Lesson 2: The ITIL® Conceptual Model

Lesson 3: Process Theory Concept

Lesson 4: Getting Started

**Learning Objectives** -Participants will be able to:

- Explain the background history of ITIL®.
- List the key controlling bodies and industry structure in place to support and promote ITIL®.
- Explain how ITIL® fits the context of the BS 15000 Standard for IT-Service Management and ISO Quality Standards.
- Describe the ITIL® conceptual model.
- Explain how each component of the model relates to others.
- Explain the concept of a process and a process-led approach
- Describe the generic process model.
- Explain how ITIL® processes adhere to process theory.
- List the critical success factors for consideration in moving to a Service Management model.
- Articulate the general approach to process improvement.

#### Module 3: ITIL® Process Models Topics

Lesson 1: The ITIL® Service Delivery Model

Lesson 2: The ITIL® Service Support Model

Lesson 3: Consolidated View of the Models

**Learning Objectives** - Participants will be able to:

- Explain the ITIL® Service Delivery Model.
- List the five Service Delivery Processes components.
- Describe the relationship between Service Delivery and Service Support in ITIL®.
- Explain the ITIL® Service Support Model.
- List the six Service Support Processes components.
- Describe the relationship between Service Support and Service Delivery in ITIL®.
- Explain how ITIL processes provide a holistic approach to IT Infrastructure Management.
- Explain why it makes sense to choose ITIL® as a basis for your IT Infrastructure operations.
- Describe the design considerations for ITIL®.

### Day 2

#### Module 4: The Service Support Process Set Topics

Lesson 1: Incident Management

Lesson 2: Problem Management

Lesson 3: Configuration Management

Lesson 4: Change Management

Lesson 5: Release Management

Lesson 6: Service Desk

**Learning Objectives** - Participants will be able to:

- Describe the goals and objectives of each Service Support Process & Service Desk Function.
- Explain the key terms used in each of the Service Support Processes & Service Desk Function.
- List, in sequence, all activities carried out in each of the Service Support Processes & Service Desk Function.
- Explain the core concepts of each of the Service Support Processes & Service Desk Function.
- State the benefits, key performance indicators, and critical success factors of each of the Service Support Processes & Service Desk Function.
- List the core elements for process control and Management Report outputs from the Service Support Processes & Service Desk.

### Day 3

#### Module 5: The Service Delivery process Set Topics

Lesson 1: Service Level Management

Lesson 2: Financial Management For IT Services

Lesson 3: Capacity Management

Lesson 4: IT Service Continuity Management

Lesson 5: Availability Management

Lesson 6: Security Management

**Learning Objectives** - Participants will be able to:

- Describe the goals and objectives of each Service Delivery Process & the Security Management Function.
- Explain the key terms used in each of the Service Delivery Processes & the Security Management Function.
- List, in sequence, all activities carried out in each of the Service Delivery Processes & the Security Management Function.
- Explain the core concepts of each of the Service Delivery Processes & the Security Management Function.
- State the benefits, key performance indicators, and critical success factors of each of the Service Delivery Processes & the Security Management Function.
- List the core elements for process control and Management Report outputs from the Service Delivery Processes & the Security Management Function.

#### Module 6: Course Summary & Exam Topics

A review of the Practice Exam.

**Learning Objectives** - Participants will be able to:

- Participants will have confidence in feeling and being prepared to sit the ITIL® Foundation Certificate in IT Service Management.

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