

IT Service Management - ITIL® Foundation Essentials

Course Description:

This exciting and dynamic 3-day course introduces learners to the lifecycle of managing IT services to deliver to business expectations. As well as an engaging, case study based approach to learning the core disciplines of the ITIL best practice, this course also positions the student to successfully complete the associated exam, required for entry into the future ITIL v3 intermediate level training courses.

The ITIL Version 3 best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.

Audience:

IT Management, IT Support Staff, IT Consultants, Business Managers, Business Process Owners, IT Developers, Service Providers, System Integrators

Learning Objectives:

At the end of this course, you will be able to:

- Identify the key principles and concepts of IT Service Management.
- Identify the benefits of implementing ITIL in an organization.
- Identify the Service Management processes and how they map to the Service Lifecycle.
- Identify the basic concepts and definitions related to the Service Lifecycle.
- Identify the activities and roles involved with the Service Lifecycle.
- Identify the relationship of each component of the Service Lifecycle and how they map to other components.
- Identify the factors that affect the effectiveness of the Service Lifecycle.

Course Information

- 3 Days (18 Hours)
- Maximum class size: 25
- Required study course material and sample exam questions will be provided

Prerequisites:

None, although a familiarity with IT service delivery will be beneficial.

Course Student Material:

Students receive ITIL Foundation course material by ITpreneurs as well as sample exam questions. There are no direct reference materials required for this course; however the following reference materials available on the market:

The Official Introduction to the ITIL® Service Lifecycle	ISBN: 9780113310616
Passing Your ITIL® Foundation Exam Book	ISBN: 9780113310791
IT Service Management based on ITIL® V3: A Pocket Guide	ISBN: 9789087531027
Foundations of IT Service Management Based on ITIL® V3	ISBN: 9789087530570
ITIL® v3 Key Element Guides:	
Service Strategy	ISBN: 9780113310708
Service Design	ISBN: 9780113310715
Service Transition	ISBN: 9780113310722
Service Operation	ISBN: 9780113310739
Continual Service Improvement	ISBN: 9780113310746

Some of these books are also available as electronic .pdf and online subscription versions.

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About the Examination:

- Accredited Foundation training is strongly recommended but not a prerequisite.
- The exam is a closed book, forty (40) multiple choice questions. The pass score is 65% (26 out of 40 questions). The exam lasts 60 minutes.

Credits:

- Upon successful passing of the ITIL v3 Foundation exam, the student will be recognized with 2 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 18

Agenda:

Day1	Day2	Day3
1. Introduction	5. Service Design	8. Continual Service Improvement
2. Service Management as a Practice	6. Service Transition	9. Technology and Architecture
3. Service Lifecycle		
Lunch		
3. Service Lifecycle	6. Service Transition	10. Exam Preparation (Sample exam questions)
4. Service Strategy	7. Service Operation	Course Evaluation
5. Service Design	7. Service Operation	Exam
Homework (review of day's material)		

Apollo 13: A business simulation workshop to help organizations experience real life situations with ITIL

The business simulation workshop featured in this 3-day course is an intense, half-day training in which ITIL concepts and processes are experienced through the use of an interactive game. It re-creates actual events that happened on board the fateful Apollo 13 spacecraft and in mission control (Houston). These events allow the participants to re-live the intensity and urgency of the crisis.

By doing so, the participants will learn and experience ITIL best practices through practical scenarios. Specifically, participants will learn how to:

- Apply ITIL in their working practices;
- Recognize and learn how to incorporate ITIL good practices to unlock service delivery value;
- Understand how IT performance impacts the business;
- Understand different practices and processes within ITIL such as service level management, incident management, problem management and change management;
- Identify risk events and develop appropriate risk responses; and
- Identify and capture improvement needs within their organization.

Apollo 13 was a success in its own right. NASA called the Apollo 13 mission a “successful failure”, in that the astronauts were successfully brought home despite not landing on the moon.

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