

# **Certificate:**

ITIL® Foundation

# **Duration:**

3 days

# **Course Delivery:**

Classroom or Virtual Classroom

# Languages:

English, Spanish, Japanese, Portuguese, Dutch, French, Italian, German

#### **Reference Materials:**

Additional reference materials are not required for this course.

## **About the Examination:**

The exam is closed book with forty (40) multiple choice questions. The pass score is 65% (26 out of 40 questions). The exam lasts 60 minutes. The exam can be taken in two formats: Paper based or Online.

# **Prerequisites:**

There are no pre-requisites for this course, although a basic knowledge of Service Management concepts will be helpful.

# **Credits:**

Upon successfully achieving the ITIL Foundation certificate, the student will be recognized with 2 credits in the ITIL® qualification scheme.

Project Management Institute -Professional Development Units (PDUs) = 21

## **Target Audience:**

IT Professionals, IT Support Staff, Application,
Project and Business Managers, Any
member of an IT team involved in the delivery
of IT Services.

# ITIL® Foundation with Case Study

## **Course Description:**

The ITIL® Foundation course is the entry level certification course for IT Service Management Best Practices training in ITIL. This course covers the latest version of core ITIL best practices presented from a lifecycle perspective. The course introduces the principles and core elements of IT service management (ITSM) based on ITIL. ITIL is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency.

This course is delivered using an exciting case study designed to further enhance and cement the candidates understanding of ITIL. Students who have attended this course are suitably prepared to successfully take the associated ITIL Foundation certification test which is a requirement for attending any of the further learning courses (ITIL intermediate level training) available in this track.

# **Course and Learning Objectives:**

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

- Identify the principles and concepts of IT Service Management based on ITIL.
- Identify the best practices of implementing ITIL in an organization.
- Define the terminology used in ITIL
- Identify the concepts and definitions used in the Service Lifecycle.
- Define Service Strategy concepts
- Define Service Design concepts
- Define Service Operations concepts
- Define Service Transition concepts
- Define Continual Service Improvement concepts
- Define the roles, processes, and components within key areas of IT Service Management based on ITIL
- Prepare the student to take the ITIL Foundation Certification exam

# **Course Approach:**

Participants will learn the principles and core elements of the service lifecycle approach to IT Service Management according to ITIL. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL Foundation certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. Quint Wellington Redwood's integrated case study deepens the participant's appreciation of how ITIL best practices can be applied in order to improve IT performance.

# **Course Student Material:**

Students will receive an ITIL Foundation classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

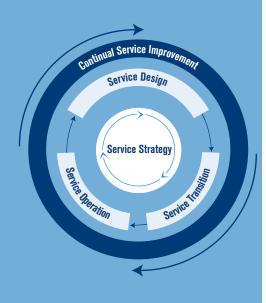






Ouint Wellington Redwood

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#### **Concepts Covered:**

#### 1. INTRODUCTION

- Introduction/Housekeeping
- Introduction to key ITIL concepts
- IT as a Service
- Introduction to processes and process management
- The Service Lifecycle approach

#### 2. SERVICE STRATEGY

- Purpose, goal, objectives & Scope
- Value Creation through Services
- Assets Resources and Capabilities
- Service Strategy Main activities
- Service Strategy processes
- Service Portfolio management
- Demand management
- Financial management

## 3. SERVICE DESIGN

- Purpose, goal, objectives & Scope
- Service Design processes
- The 4 P's
- Service Design aspects
- Service Catalog Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Service Portfolio
- Information Security Management
- Supplier management

#### 4. SERVICE TRANSITION

- Purpose, goal, objectives & Scope
- Service Transition value to the business
- Technology and architecture in Service Transition
- Service Transition Processes
- Change Management
- The 7 R's of Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Knowledge Management

#### 5. SERVICE OPERATION

- Purpose, goal, objectives & Scope
- Service Operation definitions
- The Service Desk
- Technical Management
- Application ManagementIT Operations Management
- Service Operations Processes
- Event Management
- Request Fulfillment
- Problem Management
- Access Management

#### **About Quint:**

As a global leader in technical training & consulting as well as IT Management best practices, Quint provides both solution providers and end-user organizations with the latest and best solutions in knowledge transfer and knowledge application for IT technical education & consulting, strategy & governance, sourcing and service management. With more than 18 years of experience, Quint Wellington Redwood is a recognized leader in delivering comprehensive Technical & IT Management best practices training.

Every year over 17,000 individuals choose
Quint to fulfill their education needs. Our
experienced instructors are recognized for
their outstanding teaching skills and as
thought leaders. Every Quint instructor has
achieved the highest certification in their
field of expertise and has undergone a
rigorous, internal certification before teaching
a course. With our global reach you can be
assured that regardless of location you will
be receiving consistent world-class education
tailored to meet your needs.

#### 6. CONTINUAL SERVICE IMPROVEMENT

- Purpose, goal, objectives & Scope
- Models and Processes
- The Deming Cycle
- Measurement and metrics
- Continual Service Improvement activities
- Risk management
- Continual Service Improvement interfaces
- Interface with Service Level Management

#### 7. EXAM PREPARATION

- Sample Exams
- Feedback
- Recap

This course may be delivered as part of our public class schedule at one of our facilities, as an onsite private class at your facility, or through our virtual classroom. Customization provides the opportunity to design a tailored training program that supports the organization most effectively while still getting the benefits of Technical & Industry Best Practices training.

Our training experts will work closely with you to develop a training program based on your organization's needs. To inquire about fees and your delivery options please email us at

info\_asia@quintgroup.com