

ITIL® Foundation

Overview

Students will be introduced to basic concepts used in IT service management. Students will acquire the essential skills and information necessary to lead and manage an IT business service through every stage of its lifecycle.

Prerequisites

- Using Microsoft Windows 8.1
- CompTIA IT Fundamentals

Prerequisite Comments

End-user level computer and networking skills are required. Some level of work experience in IT service support or IT service delivery is highly recommended.

Target Audience

Course Objectives

- At the end of this course, students will be able to:
- Describe the history and basic concepts of ITIL.
 - Describe Continual Service Improvement in the IT Service Lifecycle.
 - Describe Service Operation in the IT Service Lifecycle.
 - Describe the various functions of Service Operation Lifecycle in the IT Service Lifecycle.
 - Describe Service Transition in the IT Service Lifecycle.
 - Describe Service Design in the IT Service Lifecycle.
 - Describe Service Strategy in the IT Service Lifecycle.

Course Outline

Introduction to ITIL

ITIL Basics
The Service Lifecycle

Continual Service Improvement

Purpose, Objectives, and Scope of CSI
CSI Principles

[Register Online](#)

Schedule

Class Length: 3 Days

G2R = "Guaranteed to Run" | OLL = "Online LIVE"
ILT = "Instructor-Led-Training"

This course is not currently available on the public schedule. Please contact us using the information in the footer below to inquire about future dates or to schedule a private class.

Service Operation

Basic Concepts of Service Operation
The Event Management Process
The Incident Management Process
The Problem Management Process
The Request Fulfillment Process
The Access Management Process

Service Operation Functions

The Service Desk Function
The Technical Management Function
The IT Operations Management Function
The Application Management Function

The Service Desk Function

Basic Concepts of Service Transition
The Change Management Process
The SACM Process
The Release and Deployment Management Process
The Knowledge Management Process

Service Design

Basic Concepts of Service Design
The Service Level Management Process
The Service Catalog Management Process
The Availability Management Process
The Capacity Management Process
The Information Security Management Process
IT Service Continuity Management
The Supplier Management Process

Service Strategy

Basic Concepts of the Service Strategy Phase
The Financial Management Process
The Service Portfolio Management Process
The Demand Management Process
The Business Relationship Management Process

Note

ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

The ITIL Accredited Training Organization logo is a trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

Related Courses, Certifications, Exams

- Using Microsoft Windows 8.1

- CompTIA IT Fundamentals
 - ITIL® Expert: Managing Across the Lifecycle (MALC) (2011 Edition)
 - ITIL® Intermediate Capabilities: Operational Support & Analysis (2011 Edition)
 - ITIL® Intermediate Capabilities: Planning, Protection, & Optimization (2011 Edition)
 - ITIL® Intermediate Capabilities: Release, Control & Validation (2011 Edition)
 - ITIL® Intermediate Capabilities: Service Offerings & Agreements (2011 Edition)
 - ITIL® Intermediate Lifecycle: Continual Service Improvement (2011 Edition)
 - ITIL® Intermediate Lifecycle: Service Operations (2011 Edition)
 - ITIL® Intermediate Lifecycle: Service Design (2011 Edition)
 - ITIL® Intermediate Lifecycle: Service Strategy (2011 Edition)
 - ITIL® Intermediate Lifecycle: Service Transition (2011 Edition)
-