

## ITIL® Foundation Course

**Certificate:** ITIL® Foundation

**Duration:** 3 days

**Course Delivery:** Classroom

**Course ID:** ITL9320CL

**Language:** English

**Credits:** 2 Credits to ITIL Expert

**PMI® PDUs:** 18

**NASBA CPEs:** 21

### Course Description:

This exciting and dynamic 3-day course, fully updated for ITIL 2011, 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 intermediate level training courses.

The ITIL 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 Organizational Logistics:

- Classroom with U-shaped seating arrangement
- Whiteboard, projector, flipchart
- 25 students maximum
- Course runs 08:30 – 5:00 each day
- If required, the exam can be scheduled from 4:00 – 5:00 on the last day

**Prerequisites:**

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

**Course Participants Material:**

Participants receive a copy of the classroom presentation material. There are no direct reference materials required for this course; however Training Providers do have a choice of supplementing this course with reference materials available on the market. The list shown below is not intended as a direct endorsement by DPM, but is intended as a reference list for the Training Providers in their consideration for supplemental material:

**ITIL® Core Reference Material:**

Service Strategy	ISBN: 9780113313044
Service Design	ISBN: 9780113313051
Service Transition	ISBN: 9780113313068
Service Operation	ISBN: 9780113313075
Continual Service Improvement	ISBN: 9780113313082
Lifecycle Publication Suite	ISBN: 9780113313235

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

**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 Foundation exam, the student will be recognized with 2 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 18
- NASBA CPEs 21

**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	Lunch	Lunch
3. Service Lifecycle	6. Service Transition	10. Exam Preparation
4. Service Strategy	7. Service Operation	Course Evaluation
5. Service Design	7. Service Operation	Exam
Homework (review of day's material)	Homework (review of day's material)	

Copyright © 2014 DPM. All rights reserved.

ITIL® is a registered trade mark of AXELOS Limited

DPM is an affiliate of the ITpreneurs ATO

IT Infrastructure Library® is a registered trade mark of AXELOS Limited

The Swirl logo™ is a trade mark of AXELOS Limited

The ITIL Accredited Training Organization logo is a trade mark of AXELOS Limited