

317: ITIL Foundations and Planning Fundamentals

(3 days)

Course Description...

This offering is an instructor-led course of 3 days' duration, focusing on the core Service Support and Service Delivery ITIL processes, as well as providing an introduction to the challenges and decision-making process involved in planning an ITIL-based process implementation. This course leads to the Foundation Certificate in IT Service Management from EXIN.

The ITIL Foundation and Planning Fundamentals course prepares the student to pass the ITIL Foundation Certificate in IT Service Management exam by introducing the student to the basic principles of IT Service Management embodied in ITIL. In addition, this course includes value-added material not usually included in courses at the Foundation level.

ITIL Foundation and Planning Fundamentals extends the content of traditional "Foundation" education to include a high-level discussion of implementation planning issues, challenges organizations are likely to face in addressing each process and keys to successful implementation. The course includes group exercises to illustrate key learning objectives as well as to develop participant communication skills.

The course is delivered over three consecutive days, including 20 hours of classroom work, student exercises, as well as homework assignments. It is based upon Office of Government Commerce (OGC's) ITIL books: Best Practice for Service Support, Best Practice for Service Delivery and Security Management. Some value-added material is drawn from the OGC book: Planning to Implement Service Management.

At the end of the course, the one-hour "Foundation Certificate in IT Service Management" certification examination is given, proctored by EXIN, one of the two agencies authorized by OGC to perform ITIL certification testing.

Who Should Attend...

The ITIL Service Management Foundation course is appropriate for persons working in the field of IT Service Management who wish to achieve the Foundation Certificate in IT Service Management, with special interest for persons with significant participation in the implementation of ITIL / IT Service Management Best Practices.

Foundation Certification...

The "Foundation Certificate in IT Service Management" is awarded by EXIN to learners who have successfully achieved a score of 65% or better on the one-hour, forty-question multiple choice examination given at the end of this course.

The examination is proctored and learners are required to present a photo ID to sit the examination.



Learning Objectives...

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

- ◇ Identify the various ITIL processes that can be implemented in an organization.
- ◇ Identify the benefits and challenges of implementing each ITIL process in an organization
- ◇ Identify the basic concepts related to each ITIL process
- ◇ Identify the activities and roles involved in each process
- ◇ Identify the relationship of each ITIL process with other processes
- ◇ Identify the factors that affect the effectiveness of each ITIL process

Course agenda...

Day One

Times	Topics
8:00 am – 9:15 am	Introduction & Course Overview Introduction to IT Service Management Introduction to ITIL
9:15 am – 9:25 am	Break
9:25 am – 10:45 am	Service Support Overview Service Desk
10:45 am – 10:55 am	Break
10:55 am – 12:00 pm	Incident Management
12:00 pm – 1:00 pm	Lunch Break
1:00 pm – 2:15 pm	Problem Management
2:15 pm – 2:25 pm	Break
2:25 pm – 3:40 pm	Configuration Management
3:40 pm – 3:50 pm	Break
3:50 pm – 5:00 pm	Change Management Sample Test & Homework Assignment

Day Two

Times	Topics
8:00 am – 9:15 am	Review & Homework Prep Release Management
9:15 am – 9:25 am	Break
9:25 am – 10:45 am	Service Support Review Service Delivery Overview
10:45 am – 10:55 am	Break
10:55 am – 12:00 pm	Service Level Management
12:00 pm – 1:00 pm	Lunch Break



<i>1:00 pm – 2:15 pm</i>	Availability Management
<i>2:15 pm – 2:25 pm</i>	Break
<i>2:25 pm – 3:40 pm</i>	Capacity Management
<i>3:40 pm – 3:50 pm</i>	Break
<i>3:50 pm – 5:00 pm</i>	IT Service Continuity Management Sample Test & Homework Assignment

Day Three

Times	Topics
<i>8:00 am – 9:15 am</i>	Review Financial Management for IT Services
<i>9:15 am – 9:25 am</i>	Break
<i>9:25 am – 10:45 am</i>	Service Delivery Review Security Management
<i>10:45 am – 10:55 am</i>	Break
<i>10:55 am – 12:00 pm</i>	ITIL in Practice – Part 1
<i>12:00 pm – 1:00 pm</i>	Lunch Break
<i>1:00 pm – 2:15 pm</i>	ITIL in Practice – Part 2
<i>2:15 pm – 2:25 pm</i>	Break
<i>2:25 pm – 3:40 pm</i>	Closing Exercise Self-Study
<i>3:40 pm – 3:50 pm</i>	Break
<i>3:50 pm – 5:00 pm</i>	Preparation for Exam Certification Examination