ITIL® Foundation

Duration: 3 days (including exam)

Topics covered in the ITIL® Foundation course include:

ITIL® IT Service Management Lifecycle and objectives

1. Service Strategy
Provides guidance on how to design, develop and implement Service Management, not only as an organisational capability but also as a strategic asset. Service strategy is about ensuring that organisations are in a position to handle the costs and risks associated with the services they deliver. Decisions made with respect to Service Strategy have far-reaching consequences, including those with delayed effect.

2. Service Design
Provides guidance on how to design, develop services and Service Management processes. Service Design covers design principles and methods for converting strategic objectives into portfolios of services and service assets. Service Design guides organisations on how to develop design capabilities for Service Management.

3. Service Transition
It provides guidance on the transition of new and changed services into live operations. It provides guidance on managing the complexity related to changes – preventing undesired consequences while allowing for innovation.

4. Service Operation
Provides guidance on achieving effectiveness and efficiency in the delivery and support of services to ensure value for money. Guidance is provided on maintaining stability, fixing problems, scheduling operations, controlling demand and optimising capacity utilisation while allowing for changes from both the reactive and proactive perspectives.

5. Continual Service Improvement
Provides instrumental guidance in creating and maintaining value for customers through better design, transition and operation of services. It combines principles, practices and methods from quality management, change management and capability improvement. Guidance is provided for linking improvement efforts and outcomes with service strategy, design, transition and operation.

The ITIL® Foundation course is a 3 day course based on the principles of the five core ITIL® Service Management books.

The course is in the format of a detailed, modular introduction to the ITIL® Service Management concepts. The course will cover the terms, definitions, benefits, objectives and relationships within the IT Service Management lifecycle.

Course objectives:
- Understand ITIL® and what it can do for Service Management.
- Understand how to implement ITIL®, maximize your benefits while minimising your risks and costs.
- Understand leadership's role in the successful application of ITIL®.

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Who will benefit:

Individuals who require a basic understanding of the ITIL® framework and wish to know how it may be used to enhance the quality of IT service management within an organisation.

IT professionals who are working with an organisation that has adopted and adapted ITIL® who need to be informed about and, therefore, contribute to an on-going service improvement programme.

Examination:

The ITIL® Foundation course cost is inclusive of the fee. The course finishes with a one-hour multiple choice examination paper.

Pre-Work

Delegates are required to undertake preliminary study using FGI's pre-course documents.

The electronic pre-course consists of the following:

- Introductory Overview of ITIL®
- ITIL® Glossary
- Pre-course quiz

From our experience, delegates who complete all of the pre-course reading are statistically more likely to be successful in the Foundation examination and are able to interact more effectively with the course trainer. We recommend you spend approximately 4 hours completing this. Further self-study is also expected during the evenings of each day of the course.

Please remember to bring your completed pre-course documents with you.
Pre-requisites:

A general level of IT literacy, a background in IT or experience gained in the liaison between IT and the business itself would be useful.

ITIL® is a registered trade mark of the Cabinet Office

Course Cost - £850.00

Further details

For further information (including dates and various UK locations) and how to register please call **01895 256 484** or email **info@unicom.co.uk** .