

Course Description

The ITIL® Foundation course is intended to provide people who manage or who are involved with the provision of services (or the technology components of services) to better understand the nature of service, the principles of Service Management as documented in the ITIL® 2011 Library and the value to the business of Service Management.

It also prepares participants for the ITIL® Foundation exam. While the exam is not included with the course, CP will help arrange an exam for those participants who wish to take it. Passing the exam results in the awarding of the ITIL® Foundations certificate – a pre-requisite to all advanced ITIL® courses.

The course covers the nature of services and Service Management, the ITIL® Lifecycle approach to Service Management – Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement, and the individual processes that enable Service Management.

While this course is focused on IT-based services, it is also useful for people not involved in IT who wish to use the principles of ITIL® for the development of a Service Management approach to their services. An IT background is NOT a pre-requisite for this course.

Objectives

- Understand the nature of Service and Service Management
- Understand the Service Lifecycle and the architectures of the 5 Service Lifecycle Phases
- Understand Key Roles and their Responsibilities
- Understand the Goals, Objectives, Benefits and key Terminology of the ITIL® processes
- Understand the Activities, inter-relationships and Challenges of key ITIL® processes
- Prepare Participants for the optional ITIL® Foundations exam

Duration

This virtual, instructor-led ITIL® Foundation course is conducted as 5 consecutive morning or afternoon sessions, each lasting 4 hours.

Target Audience

- IT Managers and support staff
- ITSM Process Owners, Managers and Practitioners
- ITSM Consultants
- Key Customers
- Service Providers of non-IT services who wish to employ Service Management

Prerequisites

There are no mandatory prerequisites.

Number of Participants

A maximum of 25 people can attend this virtual course.

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