

# Course Outline



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## ITIL® Foundation

### Course Description:

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.

The ITIL Foundation course is inclusive of colour courseware, examinations, refreshments & lunch, post course tutor support, and pass guarantee.

#### 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.

#### 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 ongoing 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-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.

### Course Content:

- **ITIL IT Service Management Lifecycle and objectives**

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Registered Office: Grenville Court Britwell Road Burnham Bucks SL1 8DF Company Registered No: 2442290 – VAT registration No:532 1929 56

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- **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.
- **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.
- **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.
- **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.

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- **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.

**Course Duration:**

**3 Days**