Business Beam

Inspiring growth and improvement

ITIL®
Foundation

Accredited by PEOPLECERT and AXELOS

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Highlights

Experienced & accredited trainers

Accredited training material

Training & examination in 3 days

160 practice questions

95%+ first attempt pass ratio

Learn ITIL concepts and best practices drawn from the public and private sectors internationally. Prepare to successfully pass ITIL Foundation qualification examination.

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Introduction

ITIL® (Information Technology Infrastructure Library®) is the internationally-accepted approach to manage IT services. ITIL provides a cohesive set of best practices, drawn from the public and private sectors internationally. The purpose of the ITIL Foundation certificate in IT Service Management is to ensure that the candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for service management. The course also prepares participants to attempt and pass ITIL Foundation Examination.

Learning Objectives

Candidates should expect to gain competencies in the following areas after successful completion of the training course:

> Service management as a practice
> The ITIL service lifecycle
> Generic concepts and definitions
> Key principles and models
> Selected processes, functions and roles
> Technology and architecture
> Competence and training

Contents

> **Introduction**
  ▶ History and Background of ITIL®
  ▶ ITIL® Qualification Scheme
  ▶ Definitions of Service and Service Management
  ▶ Process, Process Model, Function
  ▶ Role and RACI Model
  ▶ Service Management as a Practice
  ▶ ITIL Service Lifecycle

> **Service Strategy**
  ▶ Value Creation through Services
  ▶ Utility vs. Warranty
  ▶ Service Assets
  ▶ Service Portfolio Management
  ▶ Financial Management for IT Services
  ▶ Business Relationships Management

  Service Design
  ▶ Aspects of Service Design
  ▶ Service Design Package
  ▶ Service Catalogue Management
  ▶ Service Level Management
  ▶ Capacity Management
  ▶ Availability Management
  ▶ IT Service Continuity Planning
  ▶ Information Security Planning
  ▶ Supplier Management
  ▶ Design Coordination

> **Service Transition**
  ▶ Service Asset and Configuration Management
  ▶ Change Management
  ▶ Release and Deployment Management
  ▶ Knowledge Management
  ▶ Transition Planning & Support

> **Service Operation**
  ▶ Value of Service Operations
  ▶ Incident Management
  ▶ Problem Management
  ▶ Event Management
  ▶ Request Fulfillment
  ▶ Access Management
  ▶ Service Desk
  ▶ Technical Management
  ▶ IT Operations Management
  ▶ Application Management

> **Continual Service Improvement**
  ▶ Purpose and value of CSI
  ▶ CSI approach
  ▶ The Seven Step Improvement Process
  ▶ The Deming Improvement Cycle
  ▶ Continual Service Improvement Cycle

> **Quizzes and practice exam**

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Recommended Participants

Following participants are recommended to attend this training:

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

› IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement program

Prerequisites

Experience and knowledge of IT computing environments are useful but not essential.

Course Format

The course uses a stimulating mix of instructions, workshops, quizzes, discussions and a practice-exam.

Duration

3 days including examination.

Materials Provided

› Course reference manual containing copy of course slides, support documents, quizzes and answers
› Practice exam
› Course Certificate
› Exam certificate on passing the ITIL Foundation examination

Practice Exam

A one-hour practice exam is part of the course. The practice exam aims to help participants in passing the ITIL Foundation certification exam.

Certification Exam

A 60-minute exam is scheduled on the last day of the course, consisting of forty (40) multiple choice questions. Candidates must achieve 65% marks (26 out of 40) to receive their examination certificate.

ITIL® Credits Assigned

After passing the examination, candidates will earn two (2) credits within the ITIL® Certification Scheme.

Reference Material

This course is based on following five books published by the TSO (The Stationary Office, UK) in 2011. These books are the official ITIL reference books.

› Service Strategy
› Service Design
› Service Transition
› Service Operations
› Continual Service Improvement

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About Business Beam

Business Beam is a top of the line digital transformation consultancy firm known for its world-class skills and capabilities to deliver value driven services and solutions. We help organizations to resolve their issues related to governance, operations, quality, services, projects, enterprise architecture, information security, business continuity, human resources, risk and internal audit.

Established in 2004 as a performance improvement firm with a vision to drive organizations towards corporate excellence, Business Beam has served hundreds of organizations of various sizes, different domains and geographical regions including USA, Saudi Arabia, UAE, Oman, Bangladesh, Hong Kong and Pakistan. During the years in operations, we have successfully delivered hundreds of consulting assignments and training courses. Thousands of professionals and executives from different organizations and nationalities have attended them.

Business Beam is CMMI Institute Partner, AXELOS Certified Partner, LearningCert Training Affiliate and itSMF member firm.

Contact Us

To find out more about how Business Beam can help you meet your growth objectives, visit
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