

Fact Sheet : ITIL® Foundation

Description:

The Information Technology Infrastructure Library (ITIL) is a best practice IT Service Management framework developed by Axelos. It has been developed in collaboration with leading industry experts, consultants and practitioners over the last 15 years. Since its launch, ITIL® has been widely accepted throughout the world as the de facto standard for best practice in IT Service Management.

ITIL® Version 2011 adopts a greater business focus for IT because IT assets are integrated with the Business Strategy and Business Outcomes. ITIL® 2011

- Is positioned as a Practice in the IT services business
- Uses a Service Lifecycle that recognizes engagement across, and beyond, the enterprise
- Allows a synergy with other best practices e.g. COBIT, CMMI

Objectives:

- Introduction to ITIL® Concepts, Terminology - Gain a high level overview of ITIL®2011.
- The Service Lifecycle - Understand the fundamental ITIL® lifecycle stages, processes, functions, roles & responsibilities.
- Service Strategy - How to align IT strategy with business goals and expectations.
- Service Design - Transform business requirements into strategic solutions.
- Service Transition - Manage change, risk, and quality assurance.
- Service Operation - Establish day-to-day business operations and customer expectations.
- Continual Service Improvement - Strategize for overall process and service improvement.
- Prepares participants to take and pass the ITIL®2011 Foundation Certification examination successfully.
- This course is packed with stimulating discussions, lots of practical examples, and a real-life case study woven through the course to illustrate the concepts taught. The ITIL®2011 Foundation exam will conduct at the end of Day 2 on completion of the workshop.

Course Outline:

- Introduction
- Service Management as a Practice and Service Lifecycle
- Generic Concepts and Definitions covering Service Strategy, Service Design and Service Transition
- Key Principles and Models covering Service Strategy, Service Design and Service Transition

- Processes covering Service Strategy, Service Design and Service Transition
- Generic Concepts and Definitions covering Service Operation and Continual Service Improvement.
- Key Principles and Models covering Service Operation and Continual Service Improvement
- Processes covering Service Operation and Continual Service Improvement.
- Functions Roles, Technology and Architecture

Target Audience:

- IT Managers
- CIOs
- IT Line Managers
- Process stakeholders
- Service Delivery Managers

Examination:

Type: Multiple choices, 40 questions
Duration: Maximum 60 minutes
Pass Score: 65% (26 out of 40)
Delivery: PBT and CBT
Examination Body: Exin PeopleCert TUV- SUD

Credit:

There is no specific training course to achieve ITIL Expert level. Once you have met the following criteria you can apply for this certification:

- The ITIL V3 Foundation certificate is worth **2 credit points**.
- Candidates must have earned a minimum total of 17 credits from the Foundation and Intermediate modules.
- A total of 22 credits minimum must be achieved from ITIL® Intermediate Level or earlier ITIL® certifications
- The Managing Across the Lifecycle (MALC) module must then be taken and passed to achieve a total of 22 credits, which is the minimum required for ITIL Expert level.
- You should have a balanced knowledge base across the full ITIL® Service Life-cycle.

For more details contact

info@icertglobal.com or visit www.icertglobal.com