

ITIL® Foundation Course 2011

Course Overview

This new ITIL® Foundation course offers students a comprehensive and high quality approach to obtaining their ITIL Foundation certificate credits.

The course is based upon ITIL's Service Lifecycle approach to service quality and the Core Capabilities within that lifecycle.

Course Duration and Structure

This is an intensive Three -day course that includes the official (TUV/APMG/EXIN) exam and is an instructor-led and classroom-based.

Course Objectives

The objectives of the course are:

- ⌚ To understand the main concepts, processes, functions, benefits and challenges of ITIL 2011
- ⌚ To gain insight into the holistic Service Lifecycle approach at the heart of ITIL 2011 and its close association with business strategy
- ⌚ To understand how the ITSM processes and functions can help achieve business excellence
- ⌚ To prepare participants for the ITIL 2011 Foundation Certificate examination.

Course Content

The following Modules are included in this course:

- ⌚ Module 0 – Introduction
- ⌚ Module 1 – Service Lifecycle and Service Management as a Practice
- ⌚ Module 2 – Lifecycle Phases: ○ Service Strategy
- ⌚ Module 3 – Lifecycle Phases: Service Design
- ⌚ Module 4 – Lifecycle Phases: Service Transition
- ⌚ Module 5 – Lifecycle Phases: Service Operation
- ⌚ Module 6– Functions in Service Operation
- ⌚ Module 7– Lifecycle Phases: Continual Service Improvement
- ⌚ Module 8 – Technology and Architecture

Case Study, Mock Exam and Exam Preparation

Who Should Attend

The ITIL ® Foundation course is designed for all those who have some responsibility for the design, delivery, support or operation of IT services and who would benefit by obtaining a good general understanding of IT Service Management best practices.

Benefits of Attending

The course aims to help students leverage ITIL concepts and practices in their daily work, while success in the examination allows them to progress – through the ITIL Service Capability and/or the ITIL Service Lifecycle modules – to achieving their *ITIL Service Management Expert* accreditation. The ITIL 2011 Foundation Exam is a pre-requisite for the Intermediate Level Courses and the subsequent exams.

Current Syllabus

Current Syllabus Version 5.4 (Live), ITIL Official

Refer to <http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILFoundation.aspx> for more info.

Course Documentation

Students will receive a copy of the course slides along with the explanatory notes.

Class Size

6 to 20 students.

Language

English.

Exam and Certification Criteria

Students must answer correctly at least 26 of the 40 questions in the 1 hour multiple-choice exam.

Course Instructors

All instructors are fully accredited through both and hold the ITIL Certificates in IT Service Management

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