

ITIL[®] 2011 Foundation Training

(Two days Workshop)

About the Course

IT Governance is not longer just desirable, it has become mandatory. Information Technology is recognized as a critical enabler and key differentiator for business success today. IT, previously a support element, has now become part of the fabric of the business and customers expect guaranteed levels of service.

ITIL is recognized as the de facto standard for IT Service Management, which is formally adopted by U.K., E.U. and Canada Government as well as private enterprises. It forms the foundation for ISO 20000 implementation / certification (formal international standard for IT Service Management).

Organizations using ITIL have reported quantitative and tangible benefits, such as

- Savings of nearly \$200 million annually
- More than 80% reduction in service downtime
- 50% reduction in new product cycles

The ITIL Foundation course is an interactive training delivery, with classroom lectures, exercises and mock exams to support the theoretical concepts. These go much beyond just enabling the course participants successfully clear the ITIL Foundation examination, while explaining the practical concepts that facilitates implementation of these good practices within their organization.

Workshop objectives

At the end of this course, participants will be able to:

- Appreciate Service Management as a practice Comprehension
- Understand Service Lifecycle Comprehension
- Comprehend related individual certifications and organizational certifications
- Attain a holistic view to understanding ITIL 2011
- Learn about the core books and principles of ITIL practices for Service Management
- Obtain insight into objectives and concepts of ITIL processes
- Learn how to use ITIL effectively within any organization
- Perceive ITIL processes from an implementation viewpoint
- Identify the benefits of implementing ITIL processes in an organization
- ITIL Qualification scheme Awareness

Workshop Contents

The following topics would be covered in this training workshop with interactive sessions to understand the concepts.

- Introduction
 - Concepts of Information Technology Service Management (ITSM)
 - ITIL Historical Highlights
 - ITIL – V2: Process & Function
 - ITIL – V3: Process & Function
 - ITIL 2011: Process & Function
 - Introduction ISO/IEC 20000-1:2011
 - High level mapping of ISO/IEC 20000-1:2011 to ITIL 2011
 - ITIL Certification Scheme

- Service Strategy
 - Strategy Management for IT Services
 - Service Portfolio Management
 - Financial Management for IT Services
 - Demand Management
 - Business Relationship Management

- Service Design
 - Design Coordination
 - Service Catalogue Management
 - Service Level Management
 - Availability Management
 - Capacity Management
 - IT Service Continuity Management
 - Information security management
 - Supplier management

- Service Transition
 - Transition Planning and Support
 - Change Management
 - Service Asset and Configuration Management
 - Release and Deployment Management
 - Service Validation and Testing
 - Change Evaluation
 - Knowledge Management

- Service Operations
 - Processes
 - Event Management
 - Incident Management
 - Problem Management
 - Request Fulfilment
 - Access Management

 - Functions
 - Service Desk
 - Technical Management
 - IT Operations Management:
 - IT Operations Control,
 - Facilities Management

- Application Management
- Continual Service Improvement
 - The 7-Step Improvement Process
 - Service measurement
 - Service reporting
 - Business questions for CSI
 - Return on Investment
- Review and Closure

Note:

- ❖ Complementary guidance would be provided to reinforce the examination viewpoint
- ❖ As a bonus, an Overview of the ISO/IEC 20000 would also be provided