









ITIL® Foundation

Course designed to help you learn, transform performance and always stay in the forefront of trends in a continually evolving business world!

-  High quality Content
-  Study Guides
-  Learning Videos
-  Practice Tests
-  Learning Support
-  Learn on any device





Overview

ITIL® certifications are recognized internationally across industries and companies, regardless of the size of the organization. This course provides delegates with comprehensive training to prepare them for the ITIL® Foundation examination (based on “The ITIL® Foundation Certificate in IT Service Management Syllabus,” latest edition).

ITIL® kind of becoming the norm in IT services organizations, with ITIL® Foundation certification individuals will;

- Have the ability to be part of delivering or managing IT Services.
- Preferred by IT Service provider organizations for being able to contribute to organization.
- Be able to add value to the organization because of the understanding of specific processes.
- Enhance the competitive edge providing opportunity to stay ahead.



Certification

Applicants will be awarded the ITIL® Foundation credential upon passing the ITIL® Foundation examination, which is a 1 hour exam with multiple-choice questions governed by APMG, AXELOS and PEOPLECERT etc. The certification exam fee is not included in the course fee and the students need to schedule their exam with any of the governing bodies.



Who should attend?

- Individuals who require a basic understanding of the refreshed ITIL® framework and how it may be used to enhance the quality of IT service management within an organisation.
- IT professionals that are working within an organisation that has adopted and adapted ITIL®, who need to be informed about and thereafter contribute to, an on going service improvement program.



Prerequisite

Although no prior IT experience is required to apply for the certification exam, it is recommended that delegates have some experience working in an ITSM environment or service desk and have a basic understanding of ITSM issues. Even an aspirant ITSM professional can take this course.



Expected Learning Outcomes

- Explain the context of IT Service Management
- Plan improvements
- Execute improvement plans and strategy
- Demonstrate the use of various ITIL techniques and processes
- Define a new service and its use throughout the Service Lifecycle
- Design services management processes, matrices and organizational governance
- Understand the value of communication, documentation and automation
- Understand the examination guidelines



Syllabus

Introduction

- Introduction/Housekeeping
- Introduction to key ITIL concepts
- IT as a Service
- Introduction to processes and process management
- The Service Lifecycle approach

Service Design

- Purpose, goal, objectives and scope
- Service Design processes
- The 4 P's
- Service Design aspects
- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Service Portfolio
- Information Security Management
- Supplier management

Service Transition

- Purpose, goal, objectives and scope
- Service Transition value to the business
- Technology and architecture in Service Transition
- Service Transition Processes
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Knowledge Management

Service Strategy

- Purpose, goal, objectives and scope
- Value Creation through Services
- Assets – Resources and Capabilities
- Service Strategy – Main activities
- Service Strategy processes

- Service Portfolio Management
- Demand Management
- Financial Management

Service Operations

- Purpose, goal, objectives and scope
- Service Operation definitions
- The Service Desk
- Technical Management
- Application Management
- IT Operations Management
- Service Operations processes
- Event Management
- Request Fulfilment
- Problem Management
- Access Management

Continual Service Improvement

- Purpose, goal, objectives and scope
- Models and Processes
- The Deming Cycle
- Measurement and metrics
- The Seven-Step Improvement Process
- Continual Service Improvement activities
- Risk Management
- Continual Service Improvement interfaces
- Interface with Service Level Management

Case Studies and Practice Test

About SwissKnowledge

SwissKnowledge is a brand of Swiss Expert Consulting GmbH, designed to deliver training and consulting services to individuals and corporate customers

MAKE SMATER AND BETTER INVESTMENT ”

People Development

COURSES PORTFOLIO

SCRUM & AGILE

- Scrum Developer Certified (SDC)
- Scrum Master Certified (SMC)
- Scrum Product Owner Certified (SPOC)
- Agile Master Certified (SAMC)
- Agile Scrum Master (ASM)

PROJECT MANAGEMENT

- Project Management Professional
- PMI Risk Management Professional
- PRINCE2 Foundation & Practitioner
- MSP Foundation & Practitioner
- CBAP

QUALITY MANAGEMENT

- Six Sigma Green Belt (SSGB)
- Six Sigma Black Belt (SSBB)
- Lean Six Sigma Green Belt (LSSGB)
- Lean Six Sigma Black Belt (LSSBB)

IT SERVICE MANAGEMENT

- ITIL Foundation
- ITIL 4 Foundation

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