

ITIL® Foundation Certification (2011 Lifecycle Edition)

Course Overview

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This is a 3-day class

In this course, students will acquire the essential skills and information necessary to lead and manage an IT business service through every stage of its lifecycle.

Course Objectives

In this course, you will describe the basic fundamental concepts of ITIL®, and identify the phases of the IT Service Management Lifecycle. You will do so by examining the components of the lifecycle as they are presented in the ITIL Foundation Syllabus, beginning with the initiation of services in Service Strategy (SS), and concluding with an analysis of existing services in the Continual Service Improvement (CSI) state.

You will: - Describe the history and basic concepts of ITIL. - Describe Service Strategy in the IT Service Lifecycle. - Describe Service Design in the IT Service Lifecycle. - Describe Service Transition in the IT Service Lifecycle. - Describe Service Operation in the IT Service Lifecycle. - Describe the functions of Service Operation Lifecycle in the IT Service Lifecycle. - Describe Continual Service Improvement in the IT Service Lifecycle.

Course Outline

1 INTRODUCTION TO ITIL

ITIL Basics
The Service Lifecycle

2 SERVICE STRATEGY

Basic Concepts of the Service Strategy Phase
The Financial Management Process
The Service Portfolio Management Process
The Demand Management Process
The Business Relationship Management Process

3 SERVICE DESIGN

Basic Concepts of Service Design
The Service Level Management Process
The Service Catalog Management Process
The Availability Management Process
The Capacity Management Process
The Information Security Management Process
IT Service Continuity Management
The Supplier Management Process

4 SERVICE TRANSITION

Basic Concepts of Service Transition
The Change Management Process
The SACM Process
The Release and Deployment Management Process
The Knowledge Management Process

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5 SERVICE OPERATION

- Basic Concepts of Service Operation
- The Event Management Process
- The Incident Management Process
- The Problem Management Process
- The Request Fulfillment Process
- The Access Management Process

6 SERVICE OPERATION FUNCTIONS

- The Service Desk Function
- The Technical Management Function
- The IT Operations Management Function
- The Application Management Function

7 CONTINUAL SERVICE IMPROVEMENT

- Purpose, Objectives, and Scope of CSI
- CSI Principles