

ITIL® Foundation Certification (2011 Lifecycle Edition)

Course Overview

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

This is a 3-day class

Upcoming Dates

Date	Time	Where
11/13/2019	9:00AM - 5:00PM	Online LIVE
12/09/2019	9:00AM - 5:00PM	Online LIVE
01/13/2020	9:00AM - 5:00PM	Online LIVE
02/03/2020	9:00AM - 5:00PM	Online LIVE
03/02/2020	9:00AM - 5:00PM	Online LIVE
04/06/2020	9:00AM - 5:00PM	Online LIVE
05/18/2020	9:00AM - 5:00PM	Online LIVE
06/15/2020	9:00AM - 5:00PM	Online LIVE

[View All Course Dates & Register Today](#)

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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

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