



Course 1972: ITIL® Foundation

About this course

This 3-day (19 hour) course covers the key concepts, principles and models of IT Service Management and prepares learners to pass the ITIL Foundation Certificate in IT Service Management examination. The purpose of the ITIL Foundation Certificate in IT Service Management is to certify that the candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for service management. The ITIL Foundation certificate in IT Service Management is not intended to enable holders of the certificate to apply the ITIL practices for service management without further guidance.

Certification Examination Type and Duration

Upon completion of the course, candidates may sit the optional ITIL Foundation examination leading to the ITIL Foundation Certificate in IT Service Management. Sixty (60) minutes (75 minutes and use of a dictionary for those taking the examination in a language other than their first language) is allowed for the closed-book, supervised examination which may be online or paper-based. The examination is a multiple choice format consisting of forty (40) questions. A score of 26 out of 40 (65%) or better is required to pass the examination.

Audience

The target group of the ITIL Foundation certificate in IT Service Management is drawn from:

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

This may include but is not limited to, IT professionals, business managers and business process owners.

Prerequisites

While this course has no specific prerequisites, *if the course is conducted in a 2-day intensive format*, it is advisable that learners:

- Read ITIL reference materials
- Read the handouts
- Browse the official syllabus, acronyms, and glossary
- Complete three hours of pre-work (for the two-day course) as follows:
 - Review Module 2: the ITIL Service Lifecycle (60 minutes) o Complete Module 8: Summary and Exam Preparation (120m); as part of this,
 - Review the course syllabus and Module 9: Optional Review content (45m).
Module 9 is an optional module that reviews generic concepts and definitions

and key principles and models covered in unit 3 and 4 (ITILFND03 and ITILFND04, respectively) of the syllabus; coverage of the concepts in these syllabus units is embedded in modules 1-7 of the course; they are reiterated in module 9 as an optional review to reinforce learning.

- Browse the Official ITIL Acronyms and the Official ITIL Glossary, noting new terms and questions to raise in class. (15m)

Duration

3 days (19 hours).

Learning Objectives

After completing this course, learners will be able to describe:

- Service management as practice
- The ITIL service lifecycle
- Generic concepts and definitions
- Key principles and models
- Selected processes
- Selected functions
- Selected roles
- Technology and architecture
- ITIL Competence and training

Course Outline

Module 1: Introduction to Service Management

Module 2: The ITIL Service Lifecycle

Module 3: Service Strategy

Module 4: Service Design

Module 5: Service Transition

Module 6: Service Operation

Module 7: Continual Service Improvement

Module 8: Summary and Exam Preparation

For more information or to place an order, visit pultorak.com or contact us at [\(206\) 729-1107](tel:2067291107) or info@pultorak.com.