

IT Service Management Foundation

The Information Technology Infrastructure Library (ITIL®) has now become the de-facto best practice worldwide for the provision of high quality IT services, which customers should demand, and organizations willing to provide.

This 3-day course aims to improve your understanding of how IT services should be effectively and efficiently administered. During the course we will cover the objectives, processes, activities, benefits and possible problems of IT service support and service delivery processes, as well as the background that led to the creation of the ITIL® processes.

As part of the course, participants write an exam from the international accreditation body. Successful writers receive their Foundation Certificate in IT Service Management.

As a service to Project Management Professionals (PMP®), this course is registered with the Project Management Institute. Upon successful completion, PMP's will earn 21 PDUs.

PARTICIPANT EVALUATIONS

"Excellent instructor...the exercises were a good learning activity to link theory to practice" Catherine Gagne, *University of Toronto*

"The use of real life scenarios and practical/logical analysis of each point raised gave room for clarity of the subject matter. The assignments were also helpful in demonstrating the concepts taught." Voke Nakpodia, *Computer Warehouse Ltd*

"It provided a massive body of knowledge with insight on how to operate effective processes and procedures in my workplace." Peter Uwadone, *ipNX Nig Ltd.*

LEARNING OBJECTIVES

Participants will gain practical skills to:

- Properly align IT services with the needs and priorities of the business.
- Deliver cost-effective quality IT services to users and customers.
- Be customer-focused.
- Achieve ITIL® Foundation Certification.

WHO SHOULD ATTEND

The IT Service Management Foundation course is suitable for individuals who are:

- IT Managers and people involved in delivering IT services.
- IT directors who need to be aware of ITIL to ensure that appropriate staff members within their organizations have the required level of knowledge.
- Software developers, maintainers and testers.

PREREQUISITE

There is no prerequisite for this course. It functions as a stand-alone course.

MATERIALS

You will receive a course binder containing copies of presentation slides, case studies, exercises, suggested solutions and several practice exams from ISEB. You will also receive a copy of the itSMF IT Service Management Pocket Guide.

WHAT YOU WILL LEARN

Introduction to IT Service Management and ITIL®

Implementing Service Management

Service Level Management

Service Desk and Incident Management

Problem Management

Configuration Management

Change Management

Release Management

Financial Management of IT Services

Capacity Management

IT Service Continuity Management

Availability Management

Certification Exam

RELATED COURSES OF INTEREST

- ITIL® Manager: Mastering IT Service Management
- Practitioners: Problem Management