

# IT Service Management Foundation - Computer Based Training

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 computer based course, from our UK partner, is interactive and combines multiple voices with animation and interactive exercises, allowing learning at a time and pace to suit your schedule. The CD consists of seven topics, with one module dedicated to exam preparation, and a fully simulated mock exam, to allow you to test yourself prior to the actual exam.

## 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.

## 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

The course can be delivered by CD-ROM, network or intranet. You also receive a downloadable student manual reflecting the full course content.

## COMPUTER REQUIREMENTS

The course is designed to be run from a multimedia PC, with a CD-ROM and sound card. The PC should have a minimum of 128MB memory, and SVGA graphics.

## WHAT YOU WILL LEARN

### Overview of IT Service Management & ITIL®

- ITIL® and Quality Management
- Service Management and the Organization
- Core ITIL® Processes
- ICT Infrastructure

## Control Processes

- Configuration Management
- Change Management
- Release Management
- Topic Quiz

## Service Delivery Building Blocks

- Availability Management
- Capacity Management
- Topic Quiz

## Getting the Right Service Quality at the Right Price

- Service Level Management
- IT Services Financial Management
- Topic Quiz

## Protecting Businesses and IT Services

- Service Level Management
- IT Service Continuity Management
- Topic Quiz

## Exam Technique

- How to Approach the Exam
- Hints and Tips

## Mock Exam

- A full mock exam for ITIL® Foundation level

## RELATED COURSES OF INTEREST

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