

ITIL SERVICE MANAGEMENT FOUNDATION INSTRUCTOR-LED COURSE OUTLINE

ITIL Service Management Foundation (Instructor-Led Course)

Course Overview

This offering is an instructor-led course of 2 full days' duration, focusing on the core Service Support and Service Delivery ITIL® processes, and leading to the Foundation Certificate in IT Service Management from EXIN.

Course Description

The ITIL® Service Management Foundation course prepares the student to pass the ITIL Foundation Certificate in IT Service Management exam by introducing the student to the basic principles of IT Service Management embodied in ITIL. The course is delivered over two consecutive days, including 16 hours of classroom work, working lunches, as well as homework assignments. It is based upon Office of Government Commerce's (OGC) ITIL® books: Best Practice for Service Support, Best Practice for Service Delivery and Security Management.

At the end of the course, the one-hour "Foundation Certificate in IT Service Management" certification examination is given, proctored by EXIN, one of the two agencies authorized by OGC to perform ITIL certification testing.

Target Audience

The ITIL® Service Management Foundation course is appropriate for persons working in the field of IT Service Management who wish to achieve the Foundation Certificate in IT Service Management, with special interest for persons participating in the implementation of ITIL / IT Service Management Best Practices.

Learning Objectives

At the end of this course, the learner will be able to:

- ◆ Identify the various ITIL processes that can be implemented in an organization.
- ◆ Identify the benefits of implementing each ITIL process in an organization
- ◆ Identify the basic concepts related to each ITIL process
- ◆ Identify the activities and roles involved in each process
- ◆ Identify the relationship of each ITIL process with other processes
- ◆ Identify the factors that affect the effectiveness of each ITIL process

Student Prerequisites

- ◆ Classes may have no more than 18 participants, space permitting.

Foundation Certification

The "Foundation Certificate in IT Service Management" is awarded by EXIN to learners who have successfully achieved a score of 65% or better on the one-hour, forty-question multiple choice examination given at the end of this course.

The examination is proctored and learners are required to present a photo ID to sit the examination.

For information about Class availability and Registration:

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