



# ITIL® Foundation Training

## IT Service Management - Foundation

This course is designed to provide a foundation level of knowledge in IT Service Management. It is aimed at all personnel who wish to become familiar with the best practices for IT Service Management, as defined in the IT Infrastructure Library (ITIL) guidelines. In particular, it enables people to understand the terminology used within the ITIL

### *Learning objectives*

- Understand ITIL and what it can do for Service Management.
- Understand how to implement ITIL, maximize your benefits while minimizing your risks and costs.
- Understand leadership's role in the successful application of ITIL.

### *ITIL® Service Support Processes*

- Incident Management: Definition of an incident, description of Incident Control.
- Problem Management: Definition of a problem and known error, proactive problem management.
- Configuration Management: Defining a configuration item and the configuration management database; impact of Configuration Management on other IT processes.
- Change Management: Definition of a change and request for change (RFC); description of change control and change procedures; role of the change advisory board (CAB) and CAB/EC (for handling urgent changes).
- Release Management: Scope and concepts; definition of definitive software library (DSL) and definitive hardware store (DHS); description of planning, testing and implementing.

### *ITIL® Service Delivery Processes*

- Service Level Management: Definition of a service catalogue; identifying, negotiating, monitoring and reviewing service level agreements (SLAs).
- Financial Management for IT Services: Reviews of budgeting, charging and IT accounting; analysis of running costs and charging policies.
- Availability Management: Review of reliability, availability, resilience, maintainability and serviceability, calculating availability, review of planning, monitoring and reporting.
- Capacity Management: Review of application sizing, workload, performance, demand and resource management and their inputs to modelling, definition of the capacity management database and contents of the capacity plan.

IT Service Continuity Management: Re-view of business continuity, risk analysis and risk management, defining assets, threats, vulnerabilities and countermeasures (protection and recovery), development, testing and maintenance of the IT Service Continuity Plan, IT recovery options and management roles.

three  
DAY  
course

## Benefits of Service Management

Good IT Service Management helps organizations control costs and optimize service quality for the business. Most businesses have immense dependency on IT service, supported by a complex infrastructure with a need to realize a significant return on investment and contribution to the business. ITIL IT Service Management training is based on best practice derived from extensive study of users, suppliers and consultants throughout the IT industry and across the globe. ITIL training ensures your staff know and understand best practice in the industry and are thus positioned to apply that best practice as appropriate for the benefit of your organization.

## Course Summary

This 3 day ITIL Foundation Course is based on principles described in ITIL's Service Support and Service Delivery books.

The course provides a detailed, modular introduction to the concepts, terms, definitions, benefits, objectives, and relationships within core IT service management processes and functions, according to the ITIL best practice framework. The course will prepare the participant for the one-hour multiple-choice examination paper which leads to the Foundation Certificate In IT Service Management.

## Who Should Attend?

- Anyone embarking on an ITIL project or ITIL training programme under the ITIL v2 guidelines.
- Anyone who works for an organization that has already begun an ITIL v2 project.
- Any person wishing to gain an introduction to the principles of IT Service Management.
- Anyone who wishes to move forward and begin taking IT Practitioner courses in the short term, as equivalent courses for ITIL v3 have yet to be finalized and made available by the examining authorities.
- Those whose ITIL work will retain a technical IT focus might benefit from the greater IT orientation of ITIL v2 compared to the greater business and strategic orientation introduced with ITIL v3.

## Examination and Certificate

This v2 Foundation course is the first step required to gain the v2 Manager's Certificate and also counts towards the v3 Foundation for Service Management, part of the qualification needed to obtain the v3 Service Management Professional Diploma.

## Accredited ITIL® Training

ITIL accreditation demonstrates that an individual has met the standards in Service Management as set by an examination certification board comprising representatives from OGC, itSMF and the Examination Institutes.

## Course booking

The total cost of the 3 day course is \$1,850 (including all examination fees and materials) To reserve a place or discover more about our full range of training courses, please contact your Account Manager or Metron-Athene's Training Administrator, Jan Fenske for more details. ([jan.fenske@metron-athene.com](mailto:jan.fenske@metron-athene.com) or Phone: 818-222-9816)



This course was developed in partnership with FGI Ltd.