Certified ITIL Foundation®

Become a ITIL Foundation Certified Professional from our exclusive online 4 day training program conducted by authorized faculties from APMG.

Exclusive Live Online Training by Industry Experts

Authorized faculties from APMG

4 Day Online Training (4 hours per day)

18 PDUs toward their continuing education requirements with PMI for PMP and PMI-ACP certifications.

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Learning from the class

The ITIL Foundation is the entry level qualification which offers a general awareness of the key elements, concepts, and terminology used in the ITIL Service Lifecycle, including the links between Lifecycle stages, the processes used, and their contribution to Service Management practices.

The ITIL framework is designed to standardize the selection, planning, delivery and support of IT services to a business. The goal is to improve efficiency and achieve predictable service levels and is the most widely accepted approach to IT service management across the globe

"Align IT Services with the needs of Business"

Benefits of Training

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

Who should attend this training

- IT professionals
- Business managers
- Business process owners
- CTOs
- CIOs
- Managers
- Team leaders
- Service designers
- Supervisory staff
- IT architects
- IT planners
- IT security managers
- IT consultants
- IT audit managers

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Day wise Course Agenda

Day 1

- **Service Management as a practice**
    - The purpose of this unit is to help the candidate to define the concept of a service, and to comprehend and explain the concept of service management as a practice. Define and explain the concept of IT service management, service, internal and external customers, internal and external services, stakeholders in service management and process model and the characteristics of processes.
- **The Service Lifecycle**
    - Understand the value of the ITIL service lifecycle, how the processes integrate with each other, throughout the lifecycle and explain the objectives, scope and business value for each phase in the lifecycle.
- **Generic Concepts and Definitions**
    - Define some of the key terminology and explain the key concepts of service management such as Utility and warranty, Assets, resources and capabilities, Service portfolio, Service catalogue, Governance, Business case, Risk management, Service provider, Supplier, Service level agreement, Operational level agreement (OLA), Underpinning contract, Service design package, Availability, Service knowledge management system (SKMS), Configuration item (CI), Configuration management system, Definitive media library (DML), Change, Change types (standard, emergency and normal), Event, Alert, Incident, Impact, urgency and priority, Service request, Workaround, Known error, Known error database (KEDB), The role of communication in service operation, Release policy, Types of services, Change proposals, CSI register, Outcomes, Patterns of business activity, Customers and users, The Deming Cycle (plan, do, check, act).
- **Key Principles and Models**
    - Comprehend and account for the key principles and models of Service Management and to balance some of the opposing forces within Service Management. Candidates will learn:-
- **Service Strategy**
- **Service Design:**
- **Continual Service Improvement**

Day 2

- Processes
  - Understand how the service management processes contribute to the ITIL service lifecycle, to explain the purpose, objectives, scope, basic concepts, activities and interfaces for four of the core processes, and to state the purpose, objectives and scope for eighteen of the remaining processes.
- Candidates will learn:-
  - Service Strategy
  - Service Design
  - Service Transition
  - Service operation
- Functions
  - Explain the role, objectives and organizational structures of the service desk function, and to state the role, objectives and overlap of three other functions.
- Roles
  - Understand the roles and responsibilities of Process Owner, Process Manager, Process Practitioner and Service Owner. Recognize the responsible, accountable, consulted, informed (RACI) responsibility model and explain its role in determining organizational structure.
- Technology and architecture
  - Understand how service automation assists with expediting service management processes
- Prerequisite Entry Criteria
  - There are no formal criteria or pre-requisites for candidates wishing to attend an accredited ITIL® Foundation course, though some familiarity with IT terminology and an appreciation of their own business environment is strongly recommended
- Mock exam
  - This unit is aiming to help the candidate to pass the ITIL® Foundation exam.

What will I get?

QAI Offerings

- Exposure to best industry ITIL Frameworks by APMG
- Tips & Tricks to clear the ITIL Foundation exam
- Downloadable workbooks, PDF-guides and study material
- Networking opportunities with fellow professionals
- 1 Year email based doubt clearing support from our experts
- 18 PDUs toward their continuing education requirements with PMI for PMP and PMI-ACP certifications.

What you should have?

Pre-requisite of the course

There is no pre-requisite to attend this course.
Anyone with interest for IT Service Management concepts can attend this training.

Requirements for the training

'This Masterclass is conducted in a customized training venue where you will have to bring the laptop with you.
There is no any specific requirement of any software tool installation in your laptop before the training.

Got several participants?
Run this course in your company

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