

## **ITIL<sup>®†</sup> 2011 Edition Foundation Course (3 days)**

This 3 day course explains the features of ITIL 2011 Edition (updated V3), the best-practice framework for IT Service Management. The course provides knowledge and understanding of the terminology, structure, basic concepts and core principles of ITIL practices in the Service Lifecycle approach to IT Service Management that are contained in the 5 core volumes of ITIL 2011 Edition.

This course is designed for all staff working in IT Service Management and finishes with a 60 minute examination consisting of 40 multi-choice questions that lead to the ITIL Foundation Certificate. A pass mark of 65% is required to gain the certificate.

The ITIL Foundation Certificate is a pre-requisite for progression to intermediate and advanced ITIL 2011 qualifications.

This course is accredited with the BCS Professional Certification body, formerly called Information Systems Examination Board (ISEB), and is taught by an experienced and accredited lecturer.

### **Course Objectives**

On successful completion of the course delegates will be able to:

- Describe and use ITIL terminology.
- Gain knowledge and understanding of the ITIL Service Lifecycle, the ITIL processes, roles and functions and the dependencies between them that are essential to the provision of effective and efficient IT Services that are integrated with Business processes.
- Gain the ITIL Foundation Certificate, an industry-standard qualification and the passport to intermediate and advanced ITIL training and qualifications.

### **Course Topics**

- Introduction to IT Service Management and ITIL 2011 Edition
  - Service Management as a practice
  - Key concepts, principles and models of the Service Lifecycle and ITIL “best practices”.
  - Selected processes, roles and functions
- Service Strategy
  - Designing, developing and implementing service management as an organizational capability and a strategic asset.
  - Service Portfolio Management, Finance Management and Business Relationship Management
- Service Design
  - The design and development of services and service management processes. Design principles and methods for converting strategic objectives into portfolios of services and service assets.
  - Design Coordination, Service Catalogue Management, Service Level Management, Availability Management, Capacity Management, IT Service Continuity Management, Supplier Management and Information Security Management
- Service Transition
  - Development and improvement of capabilities for transitioning new and changed services into operation.
  - Transition Planning and Support, Change Management, Release and Deployment Management, Service Asset & Configuration Management and Knowledge Management
- Service Operation
  - The practices for the day-to-day management of service operations.
  - Incident Management, Event Management, Request Fulfilment, Access Management, Problem Management, Service Desk, Technical Management, Applications Management & IT Operations Management
- Continual Service Improvement
  - Creating and maintaining value for customers through better design, introduction, and operation of services.
  - 7-step Service Improvement Model, Deming Cycle and metrics

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<sup>†</sup> ITIL<sup>®</sup> is a registered trademark of AXELOS Ltd.

- Technology and Architecture
- ITIL Qualification scheme.

### **Course Agenda**

Days 1 & 2 09:00 – 17:00

Day 3 09:00 – 16:00

### **Course Materials**

Each delegate will be supplied with a course handout containing copies of the presentation slides and additional learning content. In addition, each delegate will receive an exam revision laminate (colour)

### **Course Presenter**

Dr Geoff Harmer is the Director of Maat Consulting Ltd, an independent provider of education and consultancy on best practices for IT Service Management. Maat Consulting is an APMG ITIL Affiliate. He has over 30 years experience of training and consulting in the IT industry and is a Chartered Engineer (CEng), a Fellow of the British Computer Society (FBCS), a Chartered Information Technology Professional (CITP) and is Certified in the Governance of Enterprise IT (CGEIT). He is an accredited lecturer for ITIL with the Information Systems Examination Board (ISEB) since 2001, for COBIT with ISACA/APMG since 2006, for ISO/IEC 20000 with itSMF/APMG since 2006. He holds an ITIL Expert Certificate, ISO/IEC 20000 Consultant Certificate and is a certified PRINCE2 Practitioner. He has been an Associate Lecturer in Technology with the UK Open University since 1999.

After gaining a PhD in neutron physics and conducting scientific research in optical design, he worked for a major computer vendor and several consultancy houses specialising in IT strategy and IT service management for 23 years before setting up Maat Consulting in 2004. He specialises in communicating and developing ideas and approaches around standards and frameworks for information technology through courses, workshops, public lectures and consultancy.