ITIL® Foundation Training Course

The ITIL® Foundation course provides a comprehensive understanding of IT Service Management best practices, focusing on the alignment of IT services with business needs.

BUS-100

Course Outcomes

Professional, practical, & hands-on live instructor-led training

Start as a beginner and graduate as a certified professional, with the skills, experience, and job-search know how to get your career started.

Start Today

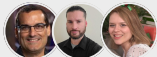### Potential Career Tracks

IT Service Desk Analyst   IT Project Manager

Business Process Analyst   Operations Manager

IT Support Specialist   IT Manager

Taught by Industry Veterans &
World Class Instructors

Introduction to ITIL® Foundation

▶ Course Overview

Intellectual Point's ITIL® Foundation Training Course offers a comprehensive introduction to the ITIL framework, focusing on how it can be applied to enhance IT service management in any organization. This course covers the essential principles and vocabulary of ITIL, providing a foundational understanding that prepares students for the ITIL Foundation certification exam. Key areas include the ITIL lifecycle, service strategy, design, transition, operation, and improvement. Whether you are new to IT service management or looking to formalize your skills, this course equips you with knowledge that is widely recognized and valued in the IT industry.

Throughout the course, you will explore concepts of service management processes and practices, and their significance in modern IT services. The training involves interactive workshops and real-world scenarios to help you apply theoretical knowledge practically. By the end of the program, you'll be ready to pass the ITIL Foundation exam and implement ITIL practices within your organization.

⚡ Obtainable Skills

Familiarity with ITIL Terminology   Understanding of ITSM   Process Improvement Techniques

ITIL Lifecycle Knowledge   Service Strategy Planning   Service Design Approaches

Service Operation Management   ITIL Compliance Implementation

Certification Exam Preparation

Course Insights

👥 Audience Profile

This ITIL® Foundation Training Course is designed for IT professionals and managers at early to mid-level career stages who wish to enhance their service management competencies. Individuals involved in IT project management, systems administration, support, or service delivery will find this course particularly beneficial. It's also ideal for business managers and processes owners looking to improve their interaction with IT teams or those seeking to align IT services with business objectives. No prior knowledge of ITIL is required, making this course accessible for anyone interested in IT service management best practices.

📖 Course Outcomes   By the end of this course, participants will:

1. Develop a solid understanding of the ITIL framework and its application.

2. Identify and analyze the key concepts of IT service management practices.

3. Enhance service management skills with ITIL-based strategies.

4. Prepare comprehensively for the ITIL Foundation certification exam.

5. Implement ITIL practices to improve service quality and efficiency in your organization.

Module by Module Learning *Outline*

Module 1: Introduction to ITIL and Service Management

Learning Objectives:

- Understand the purpose and structure of the ITIL framework.
- Learn the basic concepts and principles of IT service management.

Topics Covered

Overview of ITIL:

- History and evolution of the ITIL framework.
- Core components and significance in the IT industry.

Principles of IT Service Management:

- Definition and objectives of service management.
- Key stakeholders and their roles in ITIL.

Module 2: ITIL Service Lifecycle Overview

Learning Objectives:

- Recognize the stages of the ITIL service lifecycle and their objectives.
- Comprehend how the lifecycle contributes to effective service management.

Topics Covered

Service Strategy:

- Objectives and scope of service strategy.
- Value creation and service portfolio management.

Service Design:

- Purpose and scope of service design.
- Key design processes like service catalog management and availability management.

Module 3: ITIL Service Transition and Operations

Learning Objectives:

- Learn the processes involved in transitioning services into operation.
- Understand the functions and roles in service operations.

Topics Covered

Service Transition:

- Change management and release management processes.
- Ensuring smooth service transition with effective planning.

Service Operations:

- Key functions such as incident management and problem management.
- Role of the service desk in operational management.

Module 4: Continual Service Improvement and Exam Preparation

Learning Objectives:

- Discover methods for continuous improvement in IT services.
- Prepare efficiently for the ITIL Foundation certification exam.

Topics Covered

Continual Service Improvement:

- Concepts of the CSI approach and improvement process.
- Metrics and measurement methods to assess service performance.

Exam Preparation:

- Overview of the ITIL Foundation exam format and question types.
- Tips and strategies for successful exam performance.