

ITIL Foundation Certification Course v3

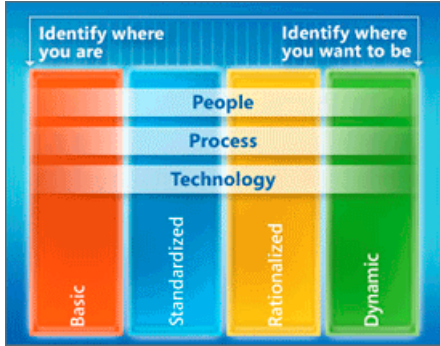
Information Technology Service Management
(MIE-ITIL-FDN, 3 days)



Course Overview

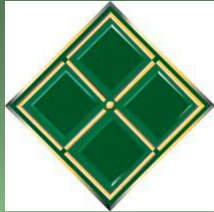
The purpose of the ITIL Foundation certificate in IT Service Management is to certify that the candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for Service Management.

The ITIL Foundation certificate in IT Service Management is not intended to enable the holders of the certificate to apply the ITIL practices for Service Management without further guidance.



Students can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification.

- Service Management as a practice
- Service Lifecycle
- Key Principles and Models
- Generic Concepts
- Selected Processes
- Selected Roles
- Selected Functions
- Technology and Architecture



Instructor
Course to be taught by an authorised ITIL instructor with good experience & importantly, having a good track record of student passing this exam under his training!

Target Group

The target group of the ITIL Foundation certificate in IT Service Management is drawn from:

- Individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement programme. This may include but is not limited to, IT professionals, business managers and business process owners.

Format of the Examination

This course has an accompanying examination at which the candidate must achieve a pass score to gain the ITIL Foundation Certificate in IT Service Management.

Type: Multiple choices, 40 questions, 60 minutes.
(Candidates sitting the examination in a language other than their native language have a maximum of 75 minutes and are allowed the use of a dictionary)

Supervised: Yes
Open Book: No
Pass Score: 65% (26 out of 40)
Delivery : Online or Paper Based.

Course Agenda

<p><u>Day 1:</u></p> <ul style="list-style-type: none"> ▪ Welcome – introducing trainer and students ▪ Admin and housekeeping matters ▪ ITIL v3 Introduction ▪ Service Management as a Practice ▪ Service Lifecycle ▪ Generic Concepts and Definitions 	<p><u>Day 2:</u></p> <ul style="list-style-type: none"> ▪ Key Principles and Models covering Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement ▪ Processes covering Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement ▪ Functions 	<p><u>Day 3:</u></p> <ul style="list-style-type: none"> ▪ Roles ▪ Technology and Architecture ▪ Revision ▪ Mock / Trial Examination ▪ The actual examination (60 minutes)
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REGISTRATION AND INFORMATION

education@ecs.com.sg

www.ecs.com.sg/training

TEL: (65) 6393-4737 (65) 6393-4448

FAX: (65) 6294-4097



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Course Outline

Introduction

This course aims at raising individual's understanding of, and competence in, IT Service Management as described in the ITIL Service Strategy, ITIL Service Design, ITIL Service Transition, ITIL Service Operation, ITIL Continual Service Improvement, ITIL Introduction and ITIL Glossary publications.

Students for the ITIL Foundation certificate in IT Service Management have to complete all units and successfully pass the corresponding examination to achieve certification.

Service Management as a practice

The purpose of this unit is to help the student to define *Service* and to comprehend and explain the concept of *Service Management as a practice*.

Specifically, students must be able to:

- Describe the concept of *Good Practice*
- Define and explain the concept of a *Service*
- Define and explain the concept of *Service Management*
- Define and distinguish between *Functions, Roles* and *Processes*
- Explain the *process* model
- List the characteristics of *processes* (*Measurable, Specific results, Customers, and Responds to a specific event*)

The Service Lifecycle

The purpose of this unit is to help the student to understand the *Service Lifecycle* and explain the *objectives* and business value for each phase in the *lifecycle*.

Specifically, students must be able to:

- Briefly explain the *Service Lifecycle*
- Describe the structure, *scope, components* and interfaces of the *ITIL Library*
- Account for the main goals and *objectives* of *Service Strategy*
- Account for the main goals and *objectives* of *Service Design*
- Briefly explain what value *Service Design* provides to the *business*
- Account for the main goals and *objectives* of *Service Transition*
- Briefly explain what value *Service Transition* provides to the *business*
- Account for the main goals and *objectives* of *Service Operations*
- Briefly explain what value *Service Operation* provides to the *business*
- Account for the main goals and *objectives* of *Continual Service Improvement*
- Briefly explain what value *Continual Service Improvement* provides to the *business*

Generic concepts and definitions

The purpose of this unit is to help the candidate define some of the key terminology and explain the key concepts of *Service Management*.

Specifically, students must be able to define and explain the following key concepts:

- *Utility and Warranty*
- *Resources and Capabilities*
- *Service Portfolio*
- *Service Catalogue* (Business Service Catalogue and Technical Service Catalogue)
- The role of *IT Governance* across the Service Lifecycle
- *Business Case*
- *Risk*
- *Service Model*
- *Service Provider*
- *Supplier*
- *Service Level Agreement (SLA)*
- *Operational Level Agreement (OLA)*
- *Contract*
- *Service Design Package*

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- Availability
- Service Knowledge Management System (SKMS)
- Configuration Item (CI)
- Configuration Management System
- Definitive Media Library (DML)
- Service Change
- Change types (Normal, Standard and Emergency)
- Release Unit
- Seven R's of Change Management
- Event
- Alert
- Incident
- Impact, Urgency and Priority
- Service Request
- Problem
- Workaround
- Known Error
- Known Error Data Base (KEDB)
- The role of communication in Service Operation

Key principles and models

The purpose of this unit is to help the candidate comprehend and account for the key principles and *models* of *Service Management* and balance some of the opposing forces within *Service Management*.

Specifically, students will be exposed to the introduction of each of the following core principles namely *Service Strategy*, *Service Design*, *Service Transition*, *Service Operation*, and *Continual Improvement Service*.

Service Strategy

- Explain how *Service Assets* are the basis for *Value Creation*
- Describe basics of *Value Creation* through *Services*

Service Design

- Understand the importance of People, Processes, Products and Partners for *Service Management*
- Discuss the five major aspects of *Service Design*:
 - *Service Portfolio Design*
 - Identification of *Business Requirements*, definition of *Service Requirements* and *design of Services*
 - Technology and architectural *design*
 - *Process design*
 - *Measurement design*
- Distinguish between different *Service Sourcing* approaches and options

Service Transition

- Explain the Service V model

Service Operation

- Summarize the following conflicting balances in *Service Operation*:
 - *IT Services* versus Technology components
 - Stability versus *Responsiveness*
 - *Quality of Service* versus *Cost of Service*
 - Reactive versus Proactive

Continual Service Improvement

- Discuss the *Plan, Do, Check and Act (PDCA) Model* to control and manage *quality*
- Explain the *Continual Service Improvement Model*
- Understand the role of measurement for *Continual Service Improvement* and explain the following key elements:
 - *Business value*
 - *Baselines*
 - Types of *metrics* (technology *metrics*, process *metrics*, service *metrics*)

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Processes

The purpose of this unit is to help the student understand how the *Service Management processes* contribute to the *Service Lifecycle*, to explain the high level *objectives, scope, basic concepts, activities, key metrics (KPIs), roles* and challenges for five of the core *processes* and to state the *objectives, some of the basic concepts and roles* for fifteen of the remaining *processes*.

Specifically, candidates must be able to (for each of the cores):

Service Strategy

- Outline the four main *activities* in the *Service Strategy* process
 - Define the market
 - Develop the offerings
 - Develop *strategic assets*
 - Prepare for execution
- State the *objectives, basic concepts and roles* for:
 - *Service Portfolio Management (SPM)*
 - *Demand Management*
 - *Financial Management*

Service Design

- Explain the high level *objectives, scope, basic concepts, process activities, key metrics (KPI's), roles* and challenges for:
 - *Service Level Management (SLM)*
- State the *objectives, basic concepts and roles* for:
 - *Service Catalogue Management*
 - *Availability Management*
 - *Information Security Management (ISM)*
 - *Supplier Management*
 - *Capacity Management*
 - *IT Service Continuity Management*

Service Transition

- Explain the high level *objectives, scope, basic concepts, process activities, key metrics, roles* and challenges for:
 - *Change Management*
- State the *objectives, basic concepts and roles* for:
 - *Service Asset and Configuration Management (SACM)*
 - *Release and Deployment Management*

Service Operation

- Explain the high level *objectives, scope, basic concepts, process activities, key metrics, roles* and challenges for:
 - *Incident Management*
- State the *objectives, basic concepts and roles* for:
 - *Event Management*
 - *Request Fulfillment*
 - *Problem Management*
 - *Access Management*

Continual Service Improvement

- Explain the high level *objectives, basic concepts, process activities, roles and metrics* for:
 - The 7 step improvement *process*

Functions

The purpose of this unit is to help the student explain the *role, objectives, organizational structures, staffing and metrics* of the *Service Desk function* and state the *role, objectives and overlap* of three other *functions*.

Specifically, candidates must be able to:

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- Explain the *role, objectives*, organizational structures, staffing and *metrics* of:
 - The *Service Desk function* (SO 6.2)
- State the *role, objectives* and *organizational* overlap of:
 - The *Technical Management function*
 - The *Application Management function*
 - The *IT Operations Management function* (*IT Operations Control* and *Facilities Management*)

Roles

The purpose of this unit is to help the student account for the *role* and, be aware of the responsibilities of some of the key *roles* in *Service Management* and to recognize a number of the remaining *roles* described in other Learning Units.

Specifically, students must be able to:

- Account for the *role* and the responsibilities of the
 - *Process owner*
 - *Service owner*
- Recognize the *RACI* model and explain its role in determining organizational structure.

Technology and Architecture

The purpose of this unit is to help the student to:

- List some generic *requirements* for an integrated set of *Service Management* Technology
- Understand how Service Automation assists with integrating *Service Management* processes

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