

ITIL Foundation Certification Course

IT Service Management Essentials
(MIE-ITIL-FDN, 3 days)



Course Description

IT Service Management Essentials introduces the concept of IT Service Management (ITSM) and a framework for identifying and interrelating the various activities involved in developing a framework for delivering, measuring, and improving IT services to the user communities. The origins of the course can be found in what is known as the Information Technology Infrastructure Library (ITIL), a set of documents describing best practices in a number of IT service areas, including but not limited to Change Management, Configuration Management, Release Management, Service Desk and Incident Management. ITIL identifies approximately 40 such topics, all of which are mentioned in the introductory portion of this course.

ITIL was first developed in the U.K. with the involvement of numerous industry and government organizations. Its popularity as a driving force behind effective IT management has resulted in the establishment of a certification program. The first level of certification is known as ITIL Foundation Certification, the purpose of which is to establish that an individual has a solid understanding of ITIL and has gained some field experience in implementing one or more ITIL best practices. This course, combined with additional experience, contributes to the participants' capacity to achieve ITIL Foundation Certification.

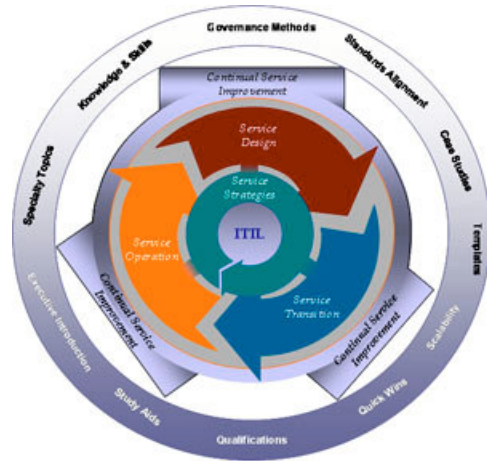
Who Can Benefit

An individual who wants to have a solid understanding of ITIL and put into practice by implementing one or more ITIL best practices.

Skills Gained

Goals

- To introduce the concepts underlying IT Service Management.
- To introduce the best practices documented in ITIL.
- To understand the roles, processes, and components that are part of certain key ITSM areas: Service Desk, Incident Management, Problem Management, Change Management, Configuration Management, Release Management, IT Service Continuity Management, Availability Management, Capacity Management, Financial Management for IT Services and Service Level Management.
- To create awareness about the implications of implementing one or more of the best practices.
- To increase the participant's capacity to achieve ITIL Foundation Certification.



Get Certified in ITIL

Earning an independent EXIN certificate represents solid evidence of a successful training. It illustrates IT professionals are competent and valuable to the organizations and customers they serve.

The value of independent certification

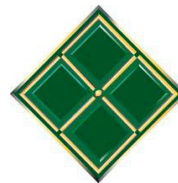
Getting certified helps you to present indisputable proof of competence to (potential) employers. An independently EXIN-certified individual implies:

- Strong skills and improved job performance
- Up-to-date knowledge in a particular field
- Added value to employer and customers
- Qualification for jobs that require specialized knowledge

ITIL Foundation Exam

At the end of the class, participants have the chance to take the ITIL Foundation exam. This is a 60 minutes (40 questions), multiple choice exam where 65% is the passing grade.

EXIN is accredited as Examination Institutes by the Office of Government and Commerce (OGC).



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!

REGISTRATION AND INFORMATION

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Course Content

The content of this course is based upon the two main IT Service Management books, IT Service Support and IT Service Delivery. Every chapter of these books will be dealt with and detailed descriptions of the objectives, benefits, metrics and relations of each process will be discussed.

Introduction to IT Service Management

This module introduces ITIL, a framework that facilitates: An understanding of the description of and objective of the various processes in an IT environment. A representation of how those processes are interrelated. Guidance on implementing those processes successfully.

Configuration Management

A discipline that allows IT management to gain tight control over IT assets such as hardware devices, computer programs, documentation, outsourced services, facilities, job descriptions, process documentation, and any other Configuration Items that are related to the IT infrastructure.

Service Desk

A department that bridges IT service provider to the users, acting as single point of contact and monitor the IT environment for compliance with those predetermined service levels and properly escalate incidents in service delivery when they arise.

Incident Management

A discipline responsible for resolving incidents as quickly as possible. This process monitors the IT environment in compliance with those predetermined service levels and properly escalates incidents in service delivery when they arise.

Problem Management

This process aimed at handling all types of failed IT services. Its main objective is to identify the root causes of those failures and recommending changes in Configuration Items (CIs) to Change Management. The Problem Management processes use information collected from a variety of other areas, including Incident Management and Change Management.

Change Management

This module describes the Change Management best practice and discusses its foundational role in the implementation of many other ITSM best practices. After all, evolution of the IT infrastructure in any sense, whether it is related to Capacity Management, Network Services Management, or Service Desk, involves change. Change involves risk and invites a rigorous approach to managing it effectively.

Release Management

Release Management is responsible for the storage of management-authorized software, the release of software into the live environment, distribution of software to remote locations, and the implementation of the software to bring it into service and it is responsible for hardware so that incidents and installations can be performed quickly.

Capacity Management

This module introduces Capacity Management, a discipline that ensures cost justifiable IT capacity always exists to match business needs. Capacity Management determines business demands on IT resources, forecasts workloads, and performs IT resource scheduling. One of the major contributions of Capacity Management is a documented Capacity Plan.

Availability Management

A discipline that allows IT management to optimize the use of IT resources, anticipate and calculate expected failures, implement security policies, and monitor for targeted service agreements. Availability Management includes Security, Serviceability, Recoverability, Maintainability and Resilience of IT resources

IT Service Continuity Management

A discipline that covers unexpected IT service losses. IT Service Continuity Management involves the planning for alternate CIs or entire alternate Disaster Recovery sites with alternate IT resources. Analyzing risks, researching options, planning alternatives, and documenting the Contingency Plan are all part of IT Service Continuity Management.

Financial Management for IT Services

This discipline is responsible for identifying, calculating and managing the cost of delivering IT services. Financial Management for IT Services influences user behavior through cost awareness or charging and provides budgeting data to management. Cost accounting focuses on the fair allocation of shared costs and charging for IT services.

Service Level Management

This discipline manages the quality of service delivered by the IT Services organization to the customers. The essence of Service Level Management is the Service Level Agreement, a virtual "contract" between the IT organization and customers that articulates in detail which services are to be delivered along with the quality and quantity characteristics, such as performance and availability, for those services. The SLA can serve as a catalyst in establishing other valuable ITSM disciplines in terms of their contribution to fulfilling the SLA.

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