

ITIL® Foundation in IT Service Management



Introducing the Professional Qualification

ITIL is the most widely adopted approach for IT Service Management in the world. It advocates that IT services must be aligned to the needs of the business and underpin the core business processes. It provides guidance to organizations on how to use IT as a tool to facilitate business change, transformation and growth.

This exciting and dynamic 3-day course, fully updated for ITIL 2011, introduces learners to the lifecycle of managing IT services to deliver to business expectations. As well as an engaging, case study based approach to learning the core disciplines of the ITIL best practice, this course also positions the student to successfully complete the associated exam, required for entry into the future ITIL intermediate level training courses.

The ITIL best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.

Learning Objectives:

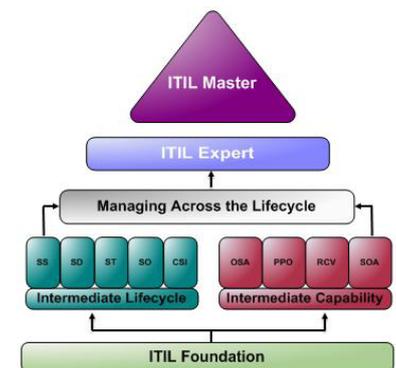
At the end of this course, you will be able to:

- Identify the key principles and concepts of IT Service Management.
- Identify the benefits of implementing ITIL in an organization.
- Identify the SM processes and how they map to the Service Lifecycle.
- Identify the basic concepts and definitions related to the Service Lifecycle.
- Identify the activities and roles involved with the Service Lifecycle.
- Identify the relationship of each component of the Service Lifecycle and how they map to other components.
- Identify the factors that affect the effectiveness of the Service Lifecycle.

Benefits of ITIL

Adopting ITIL can offer users a huge range of benefits that include:

- improved IT services
- reduced costs
- customer satisfaction through a more professional approach to service delivery
- improved productivity
- improved use of skills and experience
- improved delivery of third party service.



Qualification Overview

Duration	3 Days	18 training hours	Timing 8 - 5 pm
Audience	<ul style="list-style-type: none"> • IT Management • IT Support Staff • IT Consultants 	<ul style="list-style-type: none"> • Business Managers • Business Process Owners 	<ul style="list-style-type: none"> • IT Developers • Service Providers • System Integrators
Certification	ITIL Foundation Certificate in IT Service Management		
Exam Structure	Multiple choice 40 questions	60 minutes	Pass Score 26/40 or 65%
Pre-requisite	None, although a familiarity with IT service delivery will be beneficial.		
Logistics	<ul style="list-style-type: none"> • U-shaped Classroom • Projector & flipchart 	<ul style="list-style-type: none"> • Max 25 students • Exam delivery on last day 	
Language Options	<ul style="list-style-type: none"> • English 	<ul style="list-style-type: none"> • Arabic 	
Delivery Method	<ul style="list-style-type: none"> • In-class • E-Learning 	<ul style="list-style-type: none"> • Virtual class • Simulation 	

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Program Outline

ITILFND01	Service management as a practice
ITILFND02	The ITIL service lifecycle
ITILFND03	Generic concepts and definitions
ITILFND04	Key principles and models
ITILFND05	Processes
ITILFND06	Functions
ITILFND07	Roles
ITILFND08	Technology and architecture
ITILFND09	Competence and training
ITILFND10	Mock exam

What is ITIL?

As the most widely adopted framework for IT service management in the world, it is hard to believe that ITIL® is more than 20 years old. Its practical, no-nonsense approach to the identification, planning, delivery and support of IT services to businesses has revolutionized IT service management, and thousands of practitioners now implement ITIL best practice in their working environments. The latest editions of ITIL from the Cabinet Office were published in July 2011, and these five publications (ITIL Service Strategy, ITIL Service Design, ITIL Service Transition, ITIL Service Operation and ITIL Continual Service Improvement) form the core guidance of best management practice.

In the early 1980s, the evolution of computing technology moved from mainframe-centric infrastructure and centralized IT organizations to distributed computing and geographically dispersed resources. While the ability to distribute technology afforded organizations more flexibility, the side-effect was inconsistent application of processes for technology delivery and support. The UK government recognized that utilizing consistent practices for all aspects of an IT service lifecycle could assist in driving organizational effectiveness and efficiency, as well as achieving predictable service levels. It was this recognition that gave rise to ITIL, which has become a successful mechanism to drive consistency, efficiency and excellence into the business of managing IT services.

Learning Resources:

SMCE offers its learners a range of premium accredited learning resources.

ITIL® Core Reference Material include:

Service Strategy	ISBN: 9780113313044
Service Design	ISBN: 9780113313051
Service Transition	ISBN: 9780113313068
Service Operation	ISBN: 9780113313075
Continual Service Improvement	ISBN: 9780113313082
Lifecycle Publication Suite	ISBN: 9780113313235

Contact SMCE www.smce.org

The Service Management Center of Excellence - SMCE is a regional organization dedicated to the promotion of a culture of Service Excellence in public and private sectors. To achieve its stated goals, SMCE has aligned with leading local and international authorities in order to accelerate knowledge transfer and build local expertise in the area of Service Management.

The center is devoted to the development of the strategies, techniques, principles and practices of excellence that will enhance individual and organizational performance, and further the advancement and maturity of IT industry in the region.



For information on any aspect of SMCE learning services contact SMCE HQ

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