

Learning Objectives and Course Descriptions:

FOUNDATION IN IT SERVICE MANAGEMENT

This official ITIL Foundation certification course provides you with a general overview of the IT Service Management Lifecycle which is outlined in ITIL's five core books – *Service Strategy*, *Service Design*, *Service Transition*, *Service Operation* and *Continual Service Improvement*. ITIL's "service lifecycle" consists of 26 processes and four functions.

This course prepares participants for the examination leading to the *Foundation Certificate in IT Service Management*. The exam is 60-minute, 40 questions, multiple-choice format; a passing mark of 65% is required to receive your certificate. Two sample exams are delivered during the course to help prepare attendees for the final exam.

LEARNING OUTCOMES

The course is designed as an introduction to ITIL and enables you to understand how an *integrated* ITSM framework can be utilized to achieve IT business integration, cost reductions and increased productivity. The agenda includes:

- What is ITIL; its strategic and operational benefits; and an overview of ITIL's certification program
- ITIL's key concepts, definitions and objectives
- ITIL's "service-driven lifecycle" approach, and the structure, components and processes and functions of the five core ITIL books. For each of the five core books and the related processes and functions, the course provides:
 - A high-level description of the main activities, goals and benefits
 - Process interrelationships and interdependencies, what "process integration" and "business integration" really mean
 - Key metrics and management reporting

The course prepares you for the examination leading to the *Foundation Certificate in IT Service Management*. This certification is the prerequisite for the Intermediate and Expert levels of ITIL certification.

WHO SHOULD ATTEND?

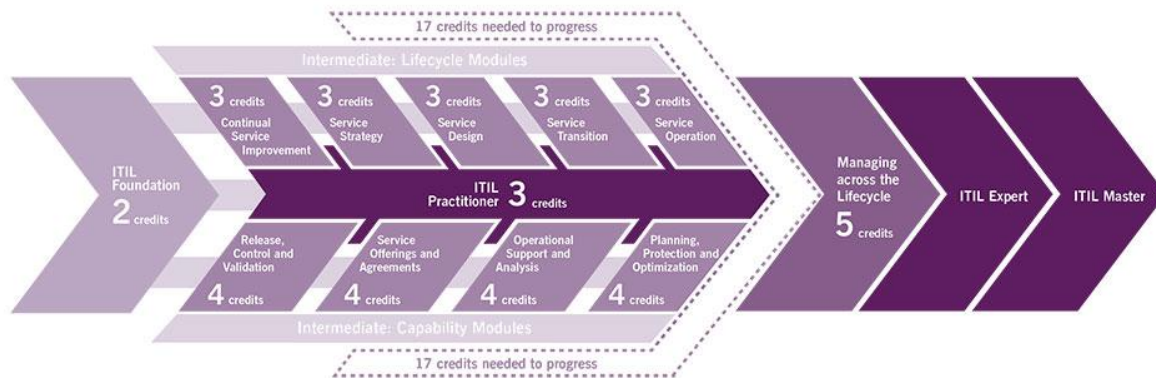
ITIL Foundation is suitable for anyone working in IT services requiring more information about the ITIL best practice framework.

PREREQUISITES

There are no mandatory prerequisites, however it is recommended that you read through the [ITIL Foundation syllabus](#) prior to the start of the course. Work experience in IT services is recommended.

ADVANCED CURRICULUM

Students wishing to advance their ITIL education, can take any of the following individual courses or may decide to attain the Expert Certification. The ITIL Expert path requires a total of 22 credits: 2 credits for Foundation in IT Service Management (required) 15 credits at the intermediate level (any combination of courses) and 5 credits for Managing Across the Lifecycle (mandatory). Once the Expert Certification is achieved, a candidate can pursue the Advanced “Master” Level certification.



The Practitioner level is the next stage in the ITIL scheme. It has been developed to provide a step between Foundation and the Intermediate Level and aims to improve the ability of individuals to adopt and adapt ITIL in their organizations. This course is three days in length and worth three credits.

There are two “streams” or paths of curricula that students may choose to take. The Lifecycle courses focus upon gaining a deeper understanding of each lifecycle phase. These courses are three days in length and are worth three credits.

The Capability courses cluster cross-process activities that are traditionally implemented together or that have co-dependent inputs and outputs. This format encourages students to take courses that are applicable to their specific area of expertise. These courses focus on higher levels of learning; beyond knowledge and comprehension and include: applying and analyzing and evaluation and synthesis. Each course requires pre-course self study and homework may be assigned.

All students must attend the instructor lead class and are required to have ITIL Foundations or Bridging Certificate.

ITIL PRACTITIONER

Other ITIL courses teach the “what” you need to know, and not the “how” to implement. It is important to understand that knowledge of ITIL good practices alone does not guarantee the success of IT Service Management (ITSM) initiatives. ITIL practices need to be “Adopted” and “Adapted” to the specific circumstances and requirements of the organization. But how is this done? How do you ensure that your ITSM approach will deliver real business value? And, how can changes and improvements be sustained over time with minimum risk and the highest likelihood of success? To answer these important questions, the course focuses on:

- Continual Service Improvement (CSI), and what it really means to apply the CSI model
- Organizational Change Management, and how to lead and manage the all-important people side of change
- Communications, and how to develop effective awareness and communication plans so that all stakeholders benefit
- Measurements & Metrics, and how to apply a true business perspective

This course introduces the Guiding Principles critical to embedding a CSI culture, specifically:

- Focusing On Value – as determined by the customer
- Designing For Experience – ensuring the customer and user experiences with IT services are positive
- Starting From Where You Are – leveraging what you already have and resisting the temptation to “start from scratch”
- Working Holistically – integrating hardware and software, data, processes, architectures, metrics, tools, people and partners
- Progressing Iteratively – defining short-term wins and delivering the large, valuable outcomes through small, easier-to-manage activities
- Observing Directly – basing decisions on accurate and relevant data by going to the source
- Being Transparent – to avoid resistance to change and foster trust
- Collaboration – getting the right people involved in the right ways
- Keeping It Simple – by eliminating activities that do not add value

Participants will receive a toolkit that includes relevant references from existing ITSM and ITIL publications, worksheets, templates, case studies and scenarios, and recommended value-added reading.

This course prepares students for the Practitioner exam. The exam is open book and the “*ITIL® Practitioner Guidance*” publication is allowed for reference during the exam. The exam consists of 40 multiple choice questions and lasts for 2 hours and 15-minutes. The questions are based on a scenario. Sample exams/case scenarios will be used during the course for practice.

- A passing mark of 70% is required to achieve certification
- On successful completion of the exam you will attain 3 ITIL credits towards the 22 credits needed for ITIL Expert certification

WHO SHOULD ATTEND?

This is a management level course and we strongly recommend that you hold a managerial level position. This course is for those in an IT management role seeking to take the knowledge gained from ITIL courses, and adopt, adapt and apply it successfully.

PREREQUISITES

- ITIL Foundation Certificate in IT Service Management is a mandatory prerequisite

SERVICE STRATEGY LIFECYCLE CLASS

This course prepares participants for the examination leading to the *ITIL Intermediate Certificate: Service Strategy*. A 90-minute exam is scheduled on the last day of the course. It consists of eight multiple choice, scenario-based, gradient scored questions. To help prepare attendees for the final exam, two sample exams are delivered during the course. A passing mark of 70% is required to receive your certificate. In addition, you will attain 3 ITIL credits and 25 professional development units (PDUs) for Project Managers.

LEARNING OUTCOMES

- Understand and apply the following core Service Strategy principles:
 - Dynamics and forces impacting IT management
 - Defining services and how services can deliver value to the customer market spaces
 - The impact of external markets, customer requirements and continual service improvement on the Service Strategy
 - Organization structures and provider types supporting an IT Value Network
 - Defining and managing the relationship between business and IT services and the demand for those services
 - Defining customer value creation
 - Defining and managing IT financial measures for success
 - The strategic benefits of service based costing and recovery
 - Conducting strategic assessments and dealing with market uncertainty
 - A practical approach to creating a Service Management strategy
- Review of Service Strategy processes, and their associated roles, responsibilities, challenges, risks and critical success factors, including:
 - Strategy Management for IT Services
 - Service Portfolio Management
 - Financial Management
 - Demand Management
 - Business Relationship Management
- Driving strategy through the Service Lifecycle
- How to measure Service Strategy and create return on investment

WHO SHOULD ATTEND?

CIOs, CTOs, managers, supervisory staff, team leaders, planners, IT consultants, IT audit managers, and any IT professional involved in the management of service strategy.

PREREQUISITES

Candidates must hold the *ITIL Foundation Certificate in IT Service Management*, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 or 2011 edition Foundations course. Your certificate must be presented as documentary evidence to gain admission to this course.

COURSE READING

Due to the in-depth nature of this hands-on course, it is recommended that students complete at least 21 hours of personal study by reviewing the [Service Strategy syllabus](#) and the publication in preparation for the examination.

SERVICE DESIGN LIFECYCLE CLASS

COURSE OVERVIEW

This course prepares participants for the examination leading to the *ITIL Intermediate Certificate: Service Design*. A 90-minute exam is scheduled on the last day of the course. It consists of eight multiple choice, scenario-based, gradient scored questions. To help prepare attendees for the final exam, two sample exams are delivered during the course. A passing mark of 70% is required to receive your certificate. In addition, you will attain 3 ITIL credits and 25 professional development units (PDUs) for Project Managers.

LEARNING OUTCOMES

- The relationship between business value and service design
- The principles of balanced service design (functionality, resources, schedule)
- How to identify meaningful service requirements
- The relationship between service, application, infrastructure and data architectures
- The key roles and organizational capabilities of service design
- The relationship of design constraints to service utility and warranty
- The advantages and disadvantages of various strategic sourcing and delivery models (insourcing, outsourcing, co-sourcing, etc.)
- Review of Service Design processes, and their associated policies, challenges, risks and critical success factors, including:
 - Design Coordination
 - Service Catalog Management
 - Service Level Management
 - Capacity Management
 - Availability Management
 - IT Service Continuity Management
 - Information Security Management
 - Supplier Management
- Interaction of Service Design processes with other Service Lifecycle processes
- Technology and implementation considerations for Service Design

WHO SHOULD ATTEND?

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, and any IT professional involved in the design of IT services.

PREREQUISITES

Candidates must hold the *ITIL Foundation Certificate in IT Service Management*, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 or 2011 edition Foundations course. Your certificate must be presented as documentary evidence to gain admission to this course.

COURSE READING

Due to the in-depth nature of this hands-on course, it is recommended that students complete at least 21 hours of personal study by reviewing the [Service Design syllabus](#) and the publication in preparation for the examination.

SERVICE TRANSITION LIFECYCLE CLASS

COURSE OVERVIEW

This course prepares participants for the examination leading to the *ITIL Intermediate Certificate: Service Transition*. A 90-minute exam is scheduled on the last day of the course. It consists of eight multiple choice, scenario-based, gradient scored questions. To help prepare attendees for the final exam, two sample exams are delivered during the course. A passing mark of 70% is required to receive your certificate. In addition, you will attain 3 ITIL credits and 25 professional development units (PDUs) for Project Managers.

LEARNING OUTCOMES

- Review of Service Transition processes and their associated roles, responsibilities, challenges, risks and critical success factors, including:
 - Transition Planning and Support
 - Knowledge Management
 - Service Asset and Configuration Management
 - Change Management
 - Release and Deployment Management
 - Service Validation and Testing
 - Change Evaluation
- Interaction of Service Transition processes with other Service Lifecycle processes
- Managing communication and commitment
- Managing organizational and stakeholder change
- Technology and implementation considerations for Service Transition

WHO SHOULD ATTEND?

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, and any IT professional involved in the design of IT services.

PREREQUISITES

Candidates must hold the *ITIL Foundation Certificate in IT Service Management*, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 or 2011 edition Foundations course. Your certificate must be presented as documentary evidence to gain admission to this course.

COURSE READING

Due to the in-depth nature of this hands-on course, it is recommended that students complete at least 21 hours of personal study by reviewing the [Service Transition syllabus](#) and the publication in preparation for the examination.

SERVICE OPERATION LIFECYCLE CLASS

COURSE OVERVIEW

This course prepares participants for the examination leading to the *ITIL Intermediate Certificate: Service Operation*. A 90-minute exam is scheduled on the last day of the course. It consists of eight multiple choice, scenario-based, gradient scored questions. To help prepare attendees for the final exam, two sample exams are delivered during the course. A passing mark of 70% is required to receive your certificate. In addition, you will attain 3 ITIL credits and 25 professional development units (PDUs) for Project Managers.

LEARNING OUTCOMES

- Review of Service Operation processes and their associated roles, responsibilities, challenges, risks and critical success factors, including:
 - Incident Management
 - Problem Management
 - Request Fulfillment
 - Event Management
 - Access Management
- Review of core Service Operation activities, including:
 - Monitoring and Control
 - Mainframe Management
 - Server Management and Support
 - Network Management
 - Database Management
 - Desktop Support
 - Internet/Web Management
 - Facilities and Datacenter Management
- Interaction of Service Operation processes with other Service Lifecycle processes
- Mapping of Service Operation functions to roles, responsibilities and activities
- Technology and implementation considerations for Service Operations

WHO SHOULD ATTEND?

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, and any IT professional involved in the design of IT services.

PREREQUISITES

Candidates must hold the *ITIL Foundation Certificate in IT Service Management*, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 or 2011 edition Foundations course. Your certificate must be presented as documentary evidence to gain admission to this course.

COURSE READING

Due to the in-depth nature of this hands-on course, it is recommended that students complete at least 21 hours of personal study by reviewing the [Service Operation syllabus](#) and the publication in preparation for the examination.

CONTINUAL SERVICE IMPROVEMENT LIFECYCLE CLASS

COURSE OVERVIEW

This course prepares participants for the examination leading to the *ITIL Intermediate Certificate: Continual Service Improvement*. A 90-minute exam is scheduled on the last day of the course. It consists of eight multiple choice, scenario-based, gradient scored questions. To help prepare attendees for the final exam, two sample exams are delivered during the course. A passing mark of 70% is required to receive your certificate. In addition, you will attain 3 ITIL credits and 25 professional development units (PDUs) for Project Managers.

LEARNING OUTCOMES

- Review of Service Operation processes and their associated roles, responsibilities, challenges, risks and critical How to use the Continual Service Improvement Approach
- Key activities of the Seven-Step Improvement Process
- How to identify critical success factors, risks and challenges
- Measuring and reporting frameworks such as Balanced Scorecard and SWOT analysis
- Importance of Knowledge Management and Service Level Management in continual service improvement
- Creating Return on Investment
- Key measurements and service reporting
- Roles and responsibilities to support the improvement process
- Technology and implementation considerations for Continual Service Improvement

WHO SHOULD ATTEND?

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, and any IT professional involved in the design of IT services.

PREREQUISITES

Candidates must hold the *ITIL Foundation Certificate in IT Service Management*, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 or 2011 edition Foundations course. Your certificate must be presented as documentary evidence to gain admission to this course.

COURSE READING

Due to the in-depth nature of this hands-on course, it is recommended that students complete at least 21 hours of personal study by reviewing the [Continual Service Improvement syllabus](#) and the publication in preparation for the examination.

SERVICE OFFERINGS AND AGREEMENTS CAPABILITY CLASS

COURSE OVERVIEW

This course prepares participants for the examination leading to the *ITIL Intermediate Certificate: Service Offerings and Agreements*. A 90-minute exam is scheduled on the last day of the course. It consists of eight multiple choice, scenario-based, gradient scored questions. To help prepare attendees for the final exam, two sample exams are delivered during the course. A passing mark of 70% is required to receive your certificate. In addition, you will attain 4 ITIL credits and 25 professional development units (PDUs) for Project Managers.

LEARNING OUTCOMES

- Value to the business of the Service Operation & Agreements (SOA) processes and their activities
- In-depth review of the key processes needed to support service offerings and agreements, and their associated activities, roles, responsibilities, challenges, risks and critical success factors:
 - **Strategy Management for IT Services:** The process that establishes strategies for services upon which the other SOA processes depend
 - **Business Relationship Management:** Ensures the customer's requirements are correctly identified
 - **Financial Management:** A strategic process that enables IT to generate service-based costing that, combined with perceived value for the service, results in a real, business-based price
 - **Demand Management:** Understands demand for services and enables appropriate service strategies
 - **Service Portfolio Management:** Manages the service portfolio which contains information about IT services from concept through implementation and production to retirement
 - **Service Level Management:** Sets up Service Level Agreement (SLAs) and ensures that all SLAs have an underpinning support structure in place
 - **Service Catalog Management:** Provides the single source of information about agreed services and makes sure this information is communicated
 - **Demand Management:** Identifies patterns of business activity to enable the appropriate strategy to be implemented
 - **Supplier Management:** Ensures that suppliers support IT service targets and meet business expectations
- The reliance upon a good business case and a good understanding of ROI
- Technology and implementation considerations for the key processes
- Important considerations for continual improvement of these processes

WHO SHOULD ATTEND?

Service Level Managers, IT Supplier Managers, Business Relationship Managers, Financial Managers, and any IT professional involved with the processes described above.

PREREQUISITES

Candidates must hold the *ITIL Foundation Certificate in IT Service Management*, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 or 2011 edition Foundations course. Your certificate must be presented as documentary evidence to gain admission to this course.

COURSE READING

Due to the in-depth nature of this hands-on course, it is recommended that students complete at least 12 hours of personal study by reviewing the [Service Offerings & Agreements syllabus](#) and the publication in preparation for the examination.

PLANNING PROTECTING AND OPTIMIZING CAPABILITY CLASS

COURSE OVERVIEW

This course prepares participants for the examination leading to the *ITIL Intermediate Certificate: Planning Protecting and Optimizing*. A 90-minute exam is scheduled on the last day of the course. It consists of eight multiple choice, scenario-based, gradient scored questions. To help prepare attendees for the final exam, two sample exams are delivered during the course. A passing mark of 70% is required to receive your certificate. In addition, you will attain 4 ITIL credits and 25 professional development units (PDUs) for Project Managers.

LEARNING OUTCOMES

- Service Management as a practice and how it creates business value
- In-depth review of the key processes, and their associated activities, functions, roles, responsibilities, challenges, risks and critical success factors:
 - **Capacity Management:** Ensures cost justifiable IT capacity always exists and is matched to the needs of the business
 - **Availability Management:** Ensures the level of service availability is matched to, or exceeds, the needs of the business
 - **IT Service Continuity Management:** Supports the overall Business Continuity Management process, ensuring that required IT technical and service facilities can be resumed within agreed timescales
 - **Information Security Management:** Part of the overall corporate governance framework this process ensures that IT and business security are aligned
 - **Demand Management:** Identifies patterns of business activity to enable the appropriate strategy to be implemented
- How the Risk Management processes work in the context of these processes
- Technology and implementation considerations for the key processes
- Important considerations for continual improvement of these processes

WHO SHOULD ATTEND?

Capacity Managers, Availability Managers, IT Service Continuity Managers, Disaster Recovery managers, IT Security Managers, IT Risk Managers, and any IT professional involved with the processes described above.

PREREQUISITES

Candidates must hold the *ITIL Foundation Certificate in IT Service Management*, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 or 2011 edition Foundations course. Your certificate must be presented as documentary evidence to gain admission to this course.

COURSE READING

Due to the in-depth nature of this hands-on course, it is recommended that students complete at least 12 hours of personal study by reviewing the [Planning, Protection & Optimization syllabus](#), and the publication in preparation for the examination.

RELEASE CONTROL AND VALIDATION CAPABILITY CLASS

COURSE OVERVIEW

This course prepares participants for the examination leading to the *ITIL Intermediate Certificate: Release Control and Validation*. A 90-minute exam is scheduled on the last day of the course. It consists of eight multiple choice, scenario-based, gradient scored questions. To help prepare attendees for the final exam, two sample exams are delivered during the course. A passing mark of 70% is required to receive your certificate. In addition, you will attain 4 ITIL credits and 25 professional development units (PDUs) for Project Managers.

LEARNING OUTCOMES

- Service Management as a practice and how it creates business value
- In-depth review of the key processes, and their associated activities, functions, roles, responsibilities, challenges, risks and critical success factors:
 - **Change Management:** Enables successful service transition
 - **Service Validation & Testing:** Ensures the integrity and quality of the transition
 - **Release & Deployment Management:** Ensures the proper building, testing and deploying of a release
 - **Service Asset & Configuration Management:** Monitors the state of the transition
 - **Request Fulfillment:** Ensures the effective and expedient fulfillment of service requests and provides a standard for evaluation
 - **Evaluation:** Reviews whether the performance and value of a service is acceptable
 - **Knowledge Management:** Enhances ongoing management decision support and service delivery capability
- Technology and implementation considerations for these processes

WHO SHOULD ATTEND?

Change Managers, Release and Deployment Managers, Configuration Managers, Network Managers, Infrastructure Managers, IT Managers and Directors, and any IT professional involved with the processes described above.

PREREQUISITES

Candidates must hold the *ITIL Foundation Certificate in IT Service Management*, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 or 2011 edition Foundations course. Your certificate must be presented as documentary evidence to gain admission to this course.

COURSE READING

Due to the in-depth nature of this hands-on course, it is recommended that students complete at least 12 hours of personal study by reviewing the [Release, Control & Validation syllabus](#), and the publication in preparation for the examination.

OPERATIONAL SUPPORT AND ANALYSIS CAPABILITY CLASS

COURSE OVERVIEW

This course prepares participants for the examination leading to the *ITIL Intermediate Certificate: Operational Support and Analysis*. A 90-minute exam is scheduled on the last day of the course. It consists of eight multiple choice, scenario-based, gradient scored questions. To help prepare attendees for the final exam, two sample exams are delivered during the course. A passing mark of 70% is required to receive your certificate. In addition, you will attain 4 ITIL credits and 25 professional development units (PDUs) for Project Managers.

LEARNING OUTCOMES

- How OSA processes and functions bring value to the business in supporting the service lifecycle
- In-depth review of the key processes, and their associated activities, functions, roles, responsibilities, challenges, risks and critical success factors:
 - **Incident Management:** Focuses on restoring services back to normal operations as soon as possible, according to agreed service levels
 - **Problem Management:** Focuses on the prevention of Problems and the elimination of recurring Incidents
 - **Request Fulfillment:** Manages the fulfillment of requests for services, with a goal of providing quick and effective access to standard services which business staff can use to improve their productivity
 - **Event Management:** Focuses on any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of an IT service
 - **Access Management:** Grants authorized users the right to use a service, while preventing access to non-authorized users
- In-depth review of these critical related functions:
 - IT Operations Management
 - Technical Management
 - Application Management
 - Service Desk
- The impact operational support and analysis has on operational activities and other processes such as Change, Configuration, Release & Deployment, Capacity, Availability, Knowledge, Financial, and IT Service Continuity Management
- Technology and implementation considerations

WHO SHOULD ATTEND?

Individuals involved in the OSA processes and functions identified above, and who require a deep understanding of how they may be used to enhance the quality of IT service support within an organization

PREREQUISITES

Candidates must hold the *ITIL Foundation Certificate in IT Service Management*, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 or 2011 edition Foundations course. Your certificate must be presented as documentary evidence to gain admission to this course.

COURSE READING

Due to the in-depth nature of this hands-on course, it is recommended that students complete at least 12 hours of personal study by reviewing the [Operational Support & Analysis syllabus](#), and the publication in preparation for the examination.