



# ITIL Foundation

## Course Outline



## Program Overview

The ITIL® Foundation course is the entry level certification course for IT Service Management Best Practices training in ITIL®. This course covers the latest version of core ITIL® best practices presented from a lifecycle perspective. The course introduces the principles and core elements of IT service management (ITSM). ITIL® is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. Students who have attended this course are suitably prepared to successfully take the associated ITIL® Foundation certification test which is a requirement for attending any of the further learning courses (ITIL® intermediate level training) available in this track.

- Strategy Management for IT Services
- Business Relationship Management
- Financial Management
- Demand Management
- Service Portfolio Management
- Service Catalog Management
- Service Level Management
- Supplier Management

## Duration

3- Day Program

## Learning Objectives

At the end of this training, participants should be able to:

- Identify the principles and concepts of IT Service Management based on ITIL®
- Identify the best practices of implementing ITIL® in an organization.
- Define the terminology used in ITIL®
- Identify the concepts and definitions used in the Service Lifecycle.
- Define Service Strategy concepts
- Define Service Design concepts
- Define Service Operations concepts
- Define Service Transition concepts
- Define Continual Service Improvement concepts
- Define the roles, processes, and components within key areas of IT Service Management based on ITIL®
- Be prepared to take the ITIL® Foundation Certification exam

## Target Audience

- 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 program.

## Program Structure and Outline

The Program is delivered using a combination of instructor-led lectures, case study and exercises on practical implementation of the concepts discussed within the training. The topics presented below define the areas of focus under the program:

- Service Management as a Practice
- ITIL and ITIL Best Practices – An Overview
- The Service Lifecycle

### **Service Strategy: overall business aims and expectations**

- Strategy Management for IT Services
- Service Portfolio Management
- Demand Management
- Financial Management for IT Services
- Business Relationships Management

### **Service Design: developing a solution to meet the needs of the business**

- Design Coordination
- Service Catalogue Management
- Service Level Management
- Risk Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Compliance Management
- Architecture Management
- Supplier Management

### **Service Transition: implementing service designs so that service operations can manage the services**

- Change Management
- Change Evaluation
- Project Management (Transition Planning and Support)
- Application Development
- Release and Deployment Management
- Service Validation and Testing
- Service Asset and Configuration Management
- Knowledge Management

**Service Operation: day to day, business as usual activities**

- Event Management
- Incident Management
- Request Fulfillment
- Access Management
- Problem Management
- Functions
  - IT Operations Control
  - Facilities Management
  - Application Management
  - Technical Management

**Continual Service Improvement: How to improve the cost effectiveness and efficiency of service provision**

- Service Review
- Process Evaluation
- Definition of CSI Initiatives
- Monitoring of CSI Initiatives

**Roles and Responsibilities**

**Exercises and Case Studies**

**Exam Review and Mock Exam**

**Summary**

**Open Discussion**

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### We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

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