



ITIL®

The IT Infrastructure Library (ITIL) is the only consistent and comprehensive documentation of best practice for IT Service Management, used by many thousands of organisations around the world. In essence, ITIL is a 'roadmap', a methodology for implementing and managing IT Services. It sets out major goals and directives for specific disciplines that can keep your processes in complete control. The OGC describes ITIL as "the world de facto standard for service management" because of its widespread use internationally.

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IT Infrastructure Library® is a Registered Trade Mark of the Central Computer and Telecommunications Agency which is now part of the Office of Government Commerce.

ITIL® FOUNDATION

This course is based on the IT Infrastructure Library (ITIL) and therefore provides the common sense and practical advice required to help new and experienced service support and delivery staff to do their job more effectively. The Foundation Level focuses on knowledge and comprehension to provide a good grounding in the key concept, terminology and processes of ITIL.

Course Objectives

This course will enable delegates to:

- Describe the main concepts, benefits, impacts, techniques and methods associated with each of the IT Service Delivery and Service Support processes
- Understand the major deliverables, roles, tasks and responsibilities expected from service suppliers, clients, managers and staff
- Understand the disciplines/processes that help service management staff to deliver and support quality products and services
- Recognise the service improvements to be gained through correct implementation and the potential service disruptions that can occur if not correctly implemented
- Prepare for the ITIL Foundation Certificate examination

Who Should Attend

Those who are likely to become involved in IT Service Management, including:

- IT Managers and Staff
- Project Managers
- User Managers
- Those wishing to achieve the ITIL Foundation certification

Course Duration: 3 days

Course Code: FCITSM

Detailed Course Content

Introduction

The control, resolution, release and delivery processes
IT Infrastructure Library (ITIL)
The total life cycle approach
The ITIL Framework

Configuration Management

How to identify, control, account for and verify IT assets
The configuration management database

Service Desk and Incident Management

How to manage and control incidents
'First-line incident support'

Problem Management

Isolating problems from incidents
Controlling problems and fixing errors
Third party issues

Change Management

Change control through the stages of impact analysis
Role of Change Manager and Change Advisory Board using change methods

Release Management

Storing and releasing authorised software
Centralised/decentralised environments *(continued overleaf)*

Pre-requisites, evening study and examinations

There are no pre-requisites for the course. Delegates take a one-hour multiple choice examination at the end of the course. Successful candidates are awarded the ISEB Foundation Certificate in IT Service Management. Some evening work is advised during the course.



Detailed Course Content (continued)

Service Level Management

Developing service level/operational requirements
Catalogues, operational and service level agreements
Supplier/client management issues

Availability Management

Improving service availability
Service/supplier chains
Planning and maintaining IT systems

Capacity Management

Creating a capacity plan
Workload, resource, performance, applications and demand management

Business Continuity and IT Service Continuity Management

Creating a contingency plan
Business continuity planning
Typical risks to critical services
Risk management methods and disaster recovery

Financial Management for IT Services

How financial management works
Key principles of budgeting, accounting and charging

More Information

If you would like to discuss anything further, please email us at contact@tcc-net.com

For upcoming dates on our public schedule and prices, please visit our website at www.tcc-net.com

If you have four or more people to train and would like this course run in-house, please **call us** for further details.

Related TCC Training Courses

