



# providing quality training & consultancy for over 25 years

#### 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.





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# **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

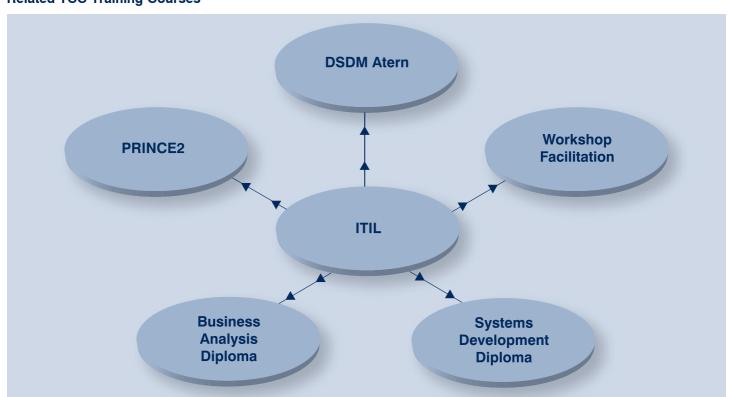
#### **More Information**

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

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**





# TCC Training & Consultancy

Aspen House, Newcastle Road Sandbach, Cheshire, CW11 2UE, UK

Tel: +44 (0)1477 500 011 • Fax: +44 (0)1477 500 111

Email: contact@tcc-net.com • Website: www.tcc-net.com