



ITIL Foundation

Course Code

ITIFOU

Duration

24 hours

Objective

This course introduces the concepts of IT service management based on the ITIL (Information Technology Infrastructure Library) model, the standard in IT services

Description

- Introduce the concepts of IT service management
- Help improve ITIL processes and concepts in the work place
- Explain how to manage problems, changes and contingencies in a professional and standard way

Who Should Attend

- IT professionals
- System and network administrators
- Managers responsible for IT service delivery

Benefits

- Know the main principles of ITIL
- Apply these principles to the daily IT service delivery work

Pre-requisites

Experience managing an IT department in an enterprise computing environment

Next steps

- ITIL Practitioner Courses
- ITIL Service Management (ITIL Service Support, ITIL Service Delivery)
- ITIL Service Management Exams Preparation Workshop

We align with other organization who can add value to the service management offerings we provide our clients

			
<p>ITIL Courses are delivered by hp and Quint</p>	<p>EXIN is a global provider of IT exams</p>	<p>® ITIL is a registered trademark of OGC</p>	



Detailed Course Outline: ITIL Essentials Workshop

Service Management Overview

- Introduction to IT service management
- ITIL introduction
- Defining a process

Service Desk

- Handling Calls
- Different types
- Front-Office versus Back-Office

Incident Management

- Incidents, work-arounds
- Incident control process
- Classification, escalation, and referral

Problem Management

- Processing known errors
- Continuous improvement
- Control of problems, and known errors
- Reactive and proactive problem management
- Productive use of resources

Change Management

- Approving and scheduling changes
- Managing RfCs
- Changing advisory board

Configuration Management

- Providing information on the IT Infrastructure
- Configuration items
- Configuration management database
- Variants and baselines

Service Level Management

- Service level agreements
- Underpinning Contracts
- Service quality plan
- Customer relationship management

Availability Management

- Reliability and maintainability
- Resilience and serviceability
- Security
- Availability formula

Capacity Management

- Capacity database
- Demand and workload management
- Resource and performance management
- Capacity planning

IT Service Continuity Management

- Risk analysis
- Planning for potential disasters
- Managing a disaster
- Value of assets
- Threats, vulnerabilities, and countermeasures

Financial Management

- Budgeting, Accounting and charging
- Fixed and variable costs
- Direct and indirect costs
- Recovery of costs

ITIL Foundation Examination (optional)

- Mock exams
- Exam preparation
- EXIN examination

Release Management

- Safeguard all software and related items
- Release and distribution process
- Definitive software library