

Training: ITIL®
ITIL® Foundation

FORM OF TRAINING	MATERIALS	PRICE	DURATION
Traditional	Hardcopy	300 EUR	3 days
Traditional	Digital materials	300 EUR	3 days
Traditional	CTAB Tablet	400 EUR	3 days
Distance learning	Hardcopy	300 EUR	3 days
Distance learning	Digital materials	300 EUR	3 days
Distance learning	CTAB Tablet	400 EUR	3 days

ADDITIONAL OPTIONS

Book	14 EUR
Ebook	14 EUR
Exam during the training	200 EUR
Online exam at home	180 EUR
Pearson VUE Exam	205 EUR

LOCATIONS

Krakow - 5 Tatarska Street, II floor, hours: 9:00 am - 4:00 pm

Warsaw - 17 Bielska Street, hours: 9:00 am - 4:00 pm

TRAINING TERMS

2019-09-16 | 3 days | Warszawa

2019-11-04 | 3 days | Kraków

2019-12-02 | 3 days | Warszawa

TRAINING GOALS:

Participants can expect to gain knowledge and understanding in the following upon successful completion of the education and examination components related to this certification.

- Service management as a practice (comprehension)
- The ITIL service lifecycle (comprehension)
- Generic concepts and definitions (awareness)
- Key principles and models (comprehension)
- Selected processes (awareness)

- Selected functions (awareness)
- Selected roles (awareness)
- Technology and architecture (awareness)
- Competence and training (awareness)

The target group of the **ITIL Foundation** training and **certificate in IT Service Management** is drawn from:

- 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 programme.

This may include but is not limited to, IT professionals, business managers and business process owners.

CONSPECT:

- Service management as a practice - the purpose of this unit is to help the participant to define the concept of a service, and to comprehend and explain the concept of service management as a practice. Specifically, participant after this part can:
 - Describe the concept of best practices in the public domain
 - Describe and explain why ITIL is successful
 - Define and explain the concept of a service
 - Define and explain the concept of internal and external customers
 - Define and explain the concept of internal and external services
 - Define and explain the concept of service management
 - Define and explain the concept of IT service management
 - Define and explain the concept of stakeholders in service management
 - Define processes and functions
 - Explain the process model and the characteristics of processes
- The ITIL service lifecycle - the purpose of this unit is to help the participant to understand the value of the ITIL service lifecycle, how the processes integrate with each other, throughout the lifecycle and explain the objectives, scope and business value for each phase in the lifecycle. Specifically, participant after this part can:
 - Describe the structure of the ITIL service lifecycle
 - Account for the purpose, objectives and scope of service strategy
 - Briefly explain what value service strategy provides to the business
 - Account for the purpose, objectives and scope of service design

- Briefly explain what value service design provides to the business
- Account for the purpose, objectives and scope of service transition
- Briefly explain what value service transition provides to the business
- Account for the purpose, objectives and scope of service operation
- Briefly explain what value service operation provides to the business
- Account for the main purpose, objectives and scope of continual service improvement
- Briefly explain what value continual service improvement provides to the business
- Generic concepts and definitions - the purpose of this unit is to help the participant to define some of the key terminology and explain the key concepts of service management.

Specifically, participant can define and explain the following key concepts:

- Utility and warranty
- Assets, resources and capabilities
- Service portfolio
- Service catalogue (both two-view and three-view types)
- Governance
- Business case
- Risk management
- Service provider
- Supplier
- Service level agreement (SLA)
- Operational level agreement (OLA)
- Underpinning contract
- Service design package
- Availability
- Service knowledge management system (SKMS)
- Configuration item (CI)
- Configuration management system
- Definitive media library (DML)
- Change
- Change types (standard, emergency and normal)
- Event
- Alert
- Incident
- Impact, urgency and priority
- Service request

- Problem
- Workaround
- Known error
- Known error database (KEDB)
- The role of communication in service operation
- Release policy
- Types of services
- Change proposals
- CSI register
- Outcomes
- Patterns of business activity
- Customers and users
- The Deming Cycle (plan, do, check, act)
- Key principles and models - the purpose of this unit is to help the participant to comprehend and account for the key principles and models of service management and to balance some of the opposing forces within service management. Specifically, participant after this part can:
 - Service strategy
 - Describe value creation through services
 - Service design
 - Understand the importance of people, processes, products and partners for service management
 - Understand the five major aspects of service design:
 - Service solutions for new or changed services
 - Management information systems and tools
 - Technology architectures and management architectures
 - The processes required
 - Measurement methods and metrics
 - Continual service improvement
 - Explain the continual service improvement approach
 - Understand the role of measurement for continual service improvement and explain the following key elements:
 - Relationship between critical success factors (CSF) and key performance indicators (KPI)
 - Baselines
 - Types of metrics (technology metrics, process metrics, service metrics)
- Processes - the purpose of this unit is to help the participant understand how the service management processes contribute to the ITIL service lifecycle, to explain the purpose, objectives, scope, basic concepts, activities and interfaces for four of the core processes, and to

state the purpose, objectives and scope for eighteen of the remaining processes. Specifically, participant after this part can:

- Service strategy
 - Service portfolio management
 - Financial management for IT services
 - Business relationship management
- Service design
 - Service level management (SLM)
 - Service catalogue management
 - Availability management
 - Information security management (ISM)
 - Supplier management
 - Capacity management
 - IT service continuity management
 - Design coordination
- Service transition
 - Change management
 - Release and deployment management
 - Knowledge management
 - Service asset and configuration management
 - Transition planning and support
- Service operation
 - Incident management
 - Problem management
 - Event management
 - Request fulfilment
 - Access management
- Continual service improvement
 - The seven-step improvement process
- Functions - the purpose of this unit is to help the participant to explain the role, objectives and organizational structures of the service desk function, and to state the role, objectives and overlap of three other functions. Specifically, participant after this part can:
 - Explain the role, objectives and organizational structures
 - The service desk function
 - State the role and objectives of:
 - The technical management function
 - The application management function with application development

- The IT operations management function (IT operations control and facilities management)
- Roles - the purpose of this unit is to help the participant to account for and to be aware of the responsibilities of some of the key roles in service management. Specifically, participant after this part can:
 - Account for the role and the responsibilities of the:
 - Process owner
 - Process manager
 - Process practitioner
 - Service owner
 - Recognize the responsible, accountable, consulted, informed (RACI) responsibility model and explain its role in determining organizational structure.
- Technology and architecture - the purpose of this unit is to help the participant to:
 - Understand how service automation assists with expediting service management processes
- Competence and training
 - Competence and skills for service management
 - Competence and skills framework
 - Training
- **ITIL® Foundation exam**

REQUIREMENTS:

There are no prerequisites for participants.

Difficulty level



CERTIFICATE:

This course prepares for **exam** which is an integral part of the training and the completion leads to **ITIL Foundation IT Service Management certification**.

ITIL® Foundation exam

- It is multiple choice exam, 40 questions. The questions are selected from the full **ITIL Foundation Certificate in IT Service Management examination** question bank.
- Duration of exam is maximum 60 minutes for all candidates in their respective language.
- Candidates completing an exam in a language that is not their mother tongue have a maximum

of 75 minutes to complete the exam and are allowed the use of a dictionary.

- Accredited **ITIL® Foundation** training is strongly recommended but is not a prerequisite.
- Exam is supervised
- Pass Score is 65% which means correct answer at least 26 questions from 40.

TRAINER:

Authorized PEOPLECERT Trainer.

ADDITIONAL INFORMATION:

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