



ITIL Foundation & Control-IT



FUNDAMENTALS FOR QUALITY IT PROCESS AWARENESS

Course Objective

The 4-day ITIL® Foundation training course fully prepares every participant for EXIN's "ITIL Foundation in IT Service Management" certification examination. During the 4th day the participants will also experience what an ITIL-based process improvement can do for their work environment by simulating the Control-IT environment.

The Control-IT Simulation:

- Energizes and motivates participants to adopt ITIL processes
- Encourages participants to discover and implement Service Management themselves
- Offers participants the opportunity to improve performance by applying ITIL principles
- Shows the consequences of the implementation of process-oriented working
- Addresses the relationships between ITIL processes, and shows these processes from different perspectives
- Illustrates the importance of good agreements, the results of breaking down barriers, and what having a businesslike dialogue is all about

Prerequisites

- A basic level of IT literacy with 1 to 2 years operational experience in any aspect of the curriculum

Target Audience

- All involved with the provisioning and the delivery of IT services whether you are on a strategic directors level, on a tactical management level or on an operational operators level.
- All involved in any quality improvement initiative within IT or that is related to IT.
- All involved in any outsourcing type of relationship related to IT services.

Duration and Location

- This 4-day course allows for addressing ITSM implementation aspects such as process awareness, improvement and optimization.

EXIN Certification Examination

- A 1-hour **electronic** or **written** multiple-choice exam that is being proctored by EXIN
- Examination is conducted concurrently with the training class

Curriculum

Participant will learn:

- **ITIL's key concepts, definitions and objectives**
- **ITIL's service-driven lifecycle approach and the five key stages of this model**
- **Structure, components and processes of the five core ITIL books**
- **For each of the five core books in the service lifecycle:**
 - **High level description of the main activities, goals, benefits, challenges, concepts, and management reporting for the respective processes**
 - **Outline of relationships between the ITIL processes**
- **How ITIL processes can improve IT operations**
- **The ITIL v3 framework introduces a service lifecycle approach. This end-to-end view of how IT should be integrated with business strategy is at the heart of ITIL v3's five core volumes:**
 - **Service Strategy**
 - **Service Design**
 - **Service Transition**
 - **Service Operation**
 - **Continual Service Improvement**

Course Schedule and Fees

- **Open Schedule Course Fees:** Please visit our website for the latest course schedule and competitive course fees
- **Onsite Course Fees:** Please contact us for a competitive fixed-price quote.

Price includes

- Full color copies of the training material
- A list of ITIL v3 Terminology + Definitions related to ITIL Processes
- **EXIN exam fees**
- A thorough examination preparation with **three sample examinations** and multiple practical hints and tips.
- Six months of e-tutor support for candidates that fail for the certification examination

Why InterProm USA?

- We are one of the very few firms that combines ITIL theory with real life service management experience