Tytuł szkolenia: ITIL® Foundation for IT Service Management

Kod szkolenia: HF421S

Wprowadzenie

This course introduces the fundamentals of IT Service Management based on the IT Infrastructure Library. It describes the key concepts, processes, functions and roles of the ITIL service lifecycle. The course includes the HPE Race to Results Service Management Simulation and prepares attendees for the ITIL Foundation Certificate examination.

The price of training is combined with the cost of the exam:
ITIL® Foundation for IT Service Management - Exam

Adresaci szkolenia

• IT professionals, business managers and business process owners
• Individuals who require a basic understanding of the ITIL framework and how itmay 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 program
Prerequisites:
• Experience and knowledge of IT computing environments is useful but not essential
• Additional personal study time is required at the end of each day during the course

Cel szkolenia

Candidates 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)

Czas i forma szkolenia

• 21 godzin (3 dni x 7 godzin), w tym wykłady i warsztaty praktyczne.

Plan szkolenia

Service management as a practice
   a. Define the concept of a service, and comprehend and explain the concept of service management as a practice

The ITIL service lifecycle
   a. 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

Generic concepts and definitions
   a. Define some of the key terminology and explain the key concepts of service management

Key principles and models
   a. Comprehend and account for the key principles and models of service management and balance some of the opposing forces within service management

Processes
   a. Understand how the service management processes contribute to the ITIL® service lifecycle, to explain the purpose, objectives, scope, basic concepts, activities and interfaces of the processes

Functions
   a. Explain the role, objectives and organizational structures of the different functions

Roles
   a. Account for and be aware of the responsibilities of some of the key roles in service management

Technology and architecture
   a. Understand how service automation assists with expediting service management processes

Competence and training
   a. Competence and skills for service management

Mock exam
   a. Help the candidate to pass the ITIL Foundation exam