

## ITIL: ITIL® FOUNDATION WITH EXAM

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### Duration

3 Days

### Introduction

Learn about the standard for IT Service Management (ITSM) and earn an internationally recognised ITIL Foundation Certificate in 3 days.

The ITIL Foundation course is specifically designed for anyone working in IT wanting to gain knowledge in IT Service Management best practice. Our ITIL training teaches the foundations of IT Infrastructure Library (ITIL) and helps you to understand how your organisation can benefit significantly by applying the ITIL principles to your work environment.

This three-day official [ITIL](#) Foundation certification course provides you with a general overview of the IT Service Management (ITSM) Lifecycle which is outlined in ITIL's five core books - Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. ITIL's "service lifecycle" consists of 26 processes and four functions.

Service Lifecycle Stage	Processes & Functions
Service Strategy (SS)	Strategy Management For IT Services, Service Portfolio Management, Business Relationship Management, Financial Management For IT Services, Demand Management
Service Design (SD)	Design Coordination, Service Catalogue Management, Service Level Management, Availability Management, Capacity Management, IT Service Continuity Management, Information Security Management, Supplier Management
Service Transition (ST)	Transition Planning & Support, Change Management, Service Asset & Configuration Management, Release & Deployment Management, Service Validation & Testing, Change Evaluation, Knowledge Management
Service Operation (SO)	Event Management, Incident Management, Request Fulfilment, Problem Management, Access Management, and the functions of: IT Operations, Technical Management, Application Management, Service Desk
Continual Service Improvement (CSI)	Seven-Step Improvement Process

### Attitude, Behaviour & Culture (ABC)

An industry exclusive! Pink Elephant makes the learning real in this ITIL Foundation level class through the use of meaningful exercises designed to help you understand how to take knowledge (theory) and translate it into results, value and positive outcomes.

Each year there is a high percentage of ITSM projects that fail because required key cultural elements of change – organizational and behavioural – were not effectively addressed. We are the only training provider that includes education about how to define cultural related problems so that you can understand the ABC resistors to a successful ITSM transformation project in your IT organization. Go beyond just theory – learn how to apply your knowledge back at work! The instructor will work with you to specify and document action items you can put into play immediately when you return to your organization from this course.

The ABC learning exercise is only offered for public classroom and onsite deliveries (not included in online courses).

### Prerequisites

ITIL Foundations is suitable for anyone working in IT services requiring more information about the ITIL best practice framework. There are no mandatory prerequisites. Work experience in IT services is recommended.

## At Course Completion

The course is designed as an introduction to ITIL and enables you to understand how an integrated ITSM framework can be utilized to achieve IT business integration, cost reductions and increased productivity.

After completing this course, students will be able to discuss:

- 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 and management reporting for the respective processes
- Outline of relationships between the ITIL processes
- Overview of ITIL certifications: Foundation, Intermediate and Advanced
- How ITIL processes can improve IT operations

## Exam, Certifications & Awards

This course prepares participants for the examination leading to the Foundation Certificate in IT Service Management. A 60-minute, 40 question, multiple-choice exam is scheduled on the last day of the course, and is administered by an independent examination body. For online courses, the exam may be scheduled and completed online. A passing mark of 65% is required to receive your certificate. A sample exam is delivered during the course to help prepare attendees for the final exam

- You will attain 2 ITIL credits
- You will attain 18 professional development units ([PDUs](#)) for Project Managers
- You will attain 1.8 [Continuing Education Units](#)