

ITIL® Foundation and Practitioner Training

This ITIL® Foundation and Practitioner Certification introduces the ITIL® Framework to candidates and gives them the tools to apply their knowledge of ITIL® into their respective business - adopting and changing the framework to suit the business' intentions.

Objective

At the end of the ITIL® Practitioner Certification Course, candidates will:

- Understand the Underpinning Concepts Behind ITIL®
- Use ITIL® Service Management Concepts
- The importance of People, Processes, Products and Partners for Service Management
- Gain an Understanding of Service Management as a Practice
- The Five Major Aspects of Service Design
- Understanding Customer Requirements and building relationships
- The Concept of "Good Practice"
- The Process Model and Process Characteristics
- Gain an understanding of the Service Life Cycle
- Where the Business Value is Realised
- Be Able to Apply the CSI Approach to Manage Improvements
- Initiate Organisational Change
- Encourage and Contribute to Continual Service Improvement
- Utilise Measurement and Metric Tools to Quantify Improvements
- Communicate Effective Changes

Details

Duration: 5 Days

Who is this course for

There are no prerequisites for this ITIL® training course - it is available to anyone looking to develop their understanding and applicable knowledge of ITIL®

Course Content

Gain an understanding of Service Management as a practice

- The concept of “Service”
- The concept of “Service Management”
- Understanding Customer Requirements and building relationships
- The concept of “Good Practice”
- The process model and process characteristics

Gain an understanding of the Service Life Cycle

- The objectives and business value for each phase in the life cycle

ITIL® Service Strategy

- Understand and develop markets
- Creation of value through services
- The four main activities
- Service Portfolio Management
- Financial Management
- Demand Management

ITIL® Service Design

- The importance of People, Processes, Products and Partners for Service Management
- The five major aspects of Service Design
- Different sourcing approaches and options
- The Service Design Processes

ITIL® Service Transition

- Planning and setting expectations
- The Service V model
- Knowledge Management
- Service Asset and Configuration Management
- Change Management
- Release and Deployment Management

ITIL® Service Operation

- Where the business value is realised
- Achieving a Balance
- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management
- Understanding of the Functions

ITIL® Continual Service Improvement

- Vital to ensure continued Good Practice
- The importance of Measurements and metrics
- The Deming Cycle
- Basic concepts, process activities, interfaces and metrics for the 7 step improvement process
- The role of Governance for Continual Service Improvement

ITIL Practitioner Qualities

- Practical Guidance on how to produce Continual Service Improvements
- Delivering Value
- Designing and adapting ITIL Principles
- Developing Professional ITIL Competencies
- Utilising ITIL Resources - real time reporting, automation, and Cloud computing

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