

Course 681 – ITIL® Foundation Certification Program

Duration: 3 days

What You Get:

- ITIL Foundation Certification Exam
- 3 days of High Quality Classroom Training
- 2 ITIL Foundation Simulation Exams with Answer Keys
- Downloadable Simulation Questions
- More than 100 Chapter End Exam Questions with Answer Keys
- 21 Professional Development Units (PDUs)
- Downloadable ITIL Lifecycle and Process Charts
- ITIL Glossary
- Accredited ITIL Trainer
- ITIL® Foundation Exam Voucher
- 90+% Pass Rate
- AXELOS approved Courseware
- Course Completion Certificate
- Official ITIL Foundation Certificate from AXELOS
- Exam Prep Guarantee
- Email consultation with instructor for 30 days
- Lunch, morning and afternoon refreshments



ActiveLearning is an Accredited Training Organization (ATO) of AXELOS - the owner of ITIL®.

ITIL® is a registered trade mark of AXELOS Limited.

Course Benefits

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many public & private organizations. In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® now emphasize the following areas:

- Assist in transforming IT Service Management onto a strategic business asset.
- Assist in defining and managing the complete lifecycle of IT Service Management Process.
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the continuous improvement of those services.

Who Should Attend

Professionals interested in understanding concepts of ITIL. These include:



- Executives and key stakeholders
- Process Owners and Managers
- Senior technical and operational staff
- IT professionals and consultants
- IT customers

Prerequisites:

- General IT knowledge
- Senior technical and operational staff
- IT professionals and Consultants
- IT customers

Course Content

Service Management as a Practice

- Introduction to ITIL and Service Management
- Overview on the ITIL Service Lifecycle
- Processes and Functions
- RACI
- Roles
- Technology & Automation

Service Strategy

- Terms, Definitions, and Concepts
- Purpose, Objective, Scope, Value
- Processes of Service Strategy
- Service Portfolio Management
- Financial Management
- Business Relationship Management

Service Design

- Terms, Definitions, and Concepts
- Purpose, Objective, Scope, Value
- Processes of Service Design
- Design Coordination
- Service Catalogue Management
- Service Level Management
- Availability Management

- Capacity Management
- Service Continuity Management
- Information Security Management
- Supplier Management

Service Transition

- Purpose, Objective, Scope, Value
- Processes of Service Transition
- Change Management
- Knowledge Management
- Service Asset & Configuration Management
- Release Deployment
- Transition Planning and Support

Service Operation

- Terms, Definitions, and Concepts
- Purpose, Objective, Scope, Processes, Value
- Importance of Communication
- Processes of Service Operations
- Incident Management
- Problem Management
- Event Management
- Request Fulfillment
- Access Management
- Functions
 - Service Desk
 - Technical Management
 - Application Management
 - IT Operations and Management

Continual Service Improvement

- Terms and Definitions
- Purpose, Objective, Scope, and Value
- 7 Step Improvement Process



Competence and Training

- Competency and Skill Framework
- ITIL Qualification
- ITIL 2011 Certification Courses
- Additional references

About ActiveLearning, Inc.

ActiveLearning is the Philippines' leading provider of Information Technology and Project Management education, where thousands of students take courses from Application Development to Project Management to Network Security, and much more. Our courses are taught by expert instructors, and learning is enhanced through a blend of in-depth lectures, workshops, and hands-on exercises.