

## ITIL®2011 Foundation Workshop

**Duration: 3 days**

### What will you learn?

- To train the participants on the principles of ITIL®2011 and prepare the participants for the foundation exam conducted by EXIN/APMG.

### Pre-Requisite:

- Having sound knowledge on Operating Systems, Networking, Security or Database and who has work experience preferred.

### Who should attend?

- Support IT team members
- IT managers who manage outsourced IT activities
- Quality professionals into monitoring processes and performance
- Service Support team members
- IT managers
- CIOs / CTOs
- Anyone interested in understanding the service process best practices and/or aiming at foundation certification achievement

### Course Contents:

- Course Introduction
- Qualification Schemes
- A brief on the history and evolution of ITIL®
- Previous Versions – A Peep
- What is meant by IT Services
- Service Management Practices
- Service Lifecycle – The concepts, model
- Functions, Roles and Responsibilities
- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Concepts, Functions and Roles of all above
- Continual Service Improvement
- Concepts and Way Forward
- Practical Aspects of Implementation
- Usage of Tools
- Recap
- Mock Exam and Exam Question Discussion
- Certification Examination (online or paper based)