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ITIL Foundation Certification Course

MODULE 1: REVIEW OF IT SERVICE MANAGEMENT (ITSM) AND IT INFRASTRUCTURE LIBRARY (ITIL)

- ✓ Understand how the course will be delivered with Lecture, Case Study and Practice exams.
- ✓ Discuss the conception and evolution of ITIL.
- ✓ Define Service Management, Best Practices and itSMF.
- ✓ Locate additional complementary materials.

MODULE 2: SERVICE LIFECYCLE APPROACH

- ✓ Describe the ITIL Key Concepts.
- ✓ State the 5 Core Books.
- ✓ Discuss the LifeCycle Terms of Interest and Five Phases.
- ✓ Review the Capabilities and Resources.
- ✓ Understand the Benefits of ITIL.
- ✓ Discuss the RACI and Organizational Structure.
- ✓ Understand the role of Automation in IT Service Management.
- ✓ Discuss Governance, Risk Management and the ITIL Service Lifecycle.
- ✓ Understand the Process Model and the Four Ps of Design.
- ✓ Discuss the ITIL Processes.

MODULE 3: SERVICE STRATEGY

- ✓ Describe the Key Concepts of Service Strategy and Terms of Interest.
- ✓ Define Utility and Warranty = Value.
- ✓ Describe Service Provider Types.
- ✓ Understand Service Strategy Processes.
- ✓ Review Financial Management for IT Services.
- ✓ Provide Service Justification: Business Case.
- ✓ Define Service Portfolio Management.
- ✓ Describe Demand Management.
- ✓ Recognize Business Relationship Management.

MODULE 4: SERVICE DESIGN

- ✓ Describe the Key Concepts of Service Design and Terms of Interest.

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- ✓ Define Business Change Process.
- ✓ Recognize Design Management.
- ✓ Describe the Five Aspects of Service Design.
- ✓ State the Four Ps.
- ✓ Define Design Constraints.
- ✓ Recognize Services Design and Design Coordination Processes.
- ✓ Describe Service Catalog Management, Service Level Management, Availability Management and Capacity Management.
- ✓ Understand IT Service Continuity Management Objectives.
- ✓ Define Information Security Management.
- ✓ Describe Supplier Management Objectives.

MODULE 5: SERVICE TRANSITION

- ✓ Describe the Key Concepts of Service Transition and Terms of Interest.
- ✓ Define Service Transition Processes
- ✓ Describe Change Management, Service Assist and Configuration Management, Knowledge Management, and Release and Deployment Management.
- ✓ Recognize Transition Planning and Support.
- ✓ State Service Validation and Testing.
- ✓ Discuss Change Evaluation.

MODULE 6: SERVICE OPERATION

- ✓ Describe the Key Concepts of Service Operation and Terms of Interest
- ✓ Define the Role of Communications in Operations.
- ✓ Describe Operation Processes.
- ✓ Define Incident Management, Problem Management, and Event Management.
- ✓ State Request Fulfillment.
- ✓ Discuss Access Management.
- ✓ Describe Service Operation Functions.

MODULE 7: CONTINUAL SERVICE IMPROVEMENT

- ✓ Describe the Key Concepts of Continual Service Improvement and Terms of Interest.
- ✓ Define Demings' Constant Improvement.
- ✓ Describe the Seven-Step Improvement Process.

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- ✓ Recognize the CSI Model.
- ✓ Describe the Role of Measurements.
- ✓ Understand Focus on the Business Needs.
- ✓ Describe Methods and Techniques for Continual Service Improvement.

Sono previste esercitazioni pratiche su tutti gli argomenti trattati

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Education per ITC e Management