ITILF - ITIL® Foundation (OLD)

Overview

Course Code		ITILF	Duration		3.0 days

The purpose of the ITIL Foundation certificate in IT Service Management is to certify that the candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for service management. The ITIL Foundation certificate in IT Service Management is not intended to enable the holders of the certificate to apply the ITIL practices for service management without further guidance.

Audience

• Those who require a basic understanding of the ITIL framework
• Those who need understanding of how ITIL can be used to enhance IT service management within an organization
• IT professionals or others working within an organization that has adopted and adapted ITIL and who need to be informed about, or contribute to, ongoing service improvement.

Pre-Requisites

No prerequisite.

Key Topics

Module 1: Service management as a practice

Module 2: The ITIL service lifecycle

Module 3: Generic concepts and definitions

Module 4: Key principles and models

Module 5: Processes

Module 6: Functions

Module 7: Roles

Module 8: Technology and architecture

Module 9: Competence and training

Module 10: Mock exam

Objectives

- Service management as a practice (comprehension)
- The ITIL service lifecycle (comprehension)
- Generic concepts and definitions (awareness)
- Key principles and models (comprehension)
- Selected processes (awareness)
- Selected functions (awareness)
- Selected roles (awareness)
- Technology and architecture (awareness)
- Competence and training (awareness)