ITIL®: Foundation and Examination

COURSE ABSTRACT

COURSE CODE

» ITIL-3FEI-0100

PRODUCT RELEASE

» IT Infrastructure Library® 2011

DELIVERY METHOD 🌐

» Instructor-led Training (ILT)

COURSE DURATION

» 3 Days

TARGET AUDIENCE 🌐

» IT Managers
» IT Operations Managers
» Service Delivery Professionals
» Process Owners
» Application Administrators

PREREQUISITES

» None

Course Overview

This course introduces the IT Infrastructure Library® (ITIL®) and the concept of IT Service Management (ITSM). It outlines the processes required to deliver, measure, and improve IT services. This course also provides a comprehensive look at the concepts and terminology necessary for Foundation level understanding of ITIL.

IMPORTANT: Included in this course is the *ITIL®: Foundation Examination*. Taking the exam and pursuing certification is optional, however all students enrolled in the *ITIL®: Foundation and Examination* course are eligible to take the exam. When the course is delivered as in person Instructor-led Training, the exam will be administered at the end of class. If the class is delivered online, the instructor will provide students with logistical information on how to take the exam.

About the Examination

» Study outside of the classroom is required
» Exam consists of 40 multiple-choice questions
» Passing score is 26 of 40 questions answered correctly
» The exam duration is 60 minutes

Credits

» Upon successful passing of the ITIL® Foundation Certification exam, the student will be recognized with 2 credits in the ITIL® qualification scheme

Course Objectives

» Understand Service Management as a practice
» Comprehend the ITIL Service Lifecycle
» Identify generic ITIL concepts and definitions
» Comprehend key ITIL principles and models
» Identify selected ITIL processes, functions, and roles
» Identify technology and architecture associated with ITIL processes
» Have an awareness of competence and training as it relates to the field of IT
» Increase participant's capacity to pass the ITIL® Foundation Certification Exam

For more information about BMC Education Services, visit **www.bmc.com/education**.

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COURSE ACTIVITIES

» Classroom Presentations
» Quizzes

ACCREDITATION AND CERTIFICATION PATHS 🌐

» This course is not part of a BMC Accreditation Path or BMC Certification Path

DISCOUNT OPTIONS 🌐

» Have multiple students? Contact us to discuss hosting a private class for your organization
» **Contact us for additional information** 🌐

Course Modules

Module 1: Introduction to Service Management
» ITIL Service Lifecycle
» Key terminology of Service Management
» Benefits and Tools of Service Automation

Module 2: Service Strategy
» Purpose, objectives, scope, and value of Service Strategy
» Key processes in Service Strategy
» Key terms in Service Strategy
» Defining a business case
» How to create value

Module 3: Service Design
» Purpose, objectives, scope, and value of Service Design
» Key terms in Service Design
» Five Major Aspects
» Major processes
» Roles

Module 4: Service Transition
» Purpose, objectives, scope, and value of Service of Transition
» Key terms in Service Transition
» Key processes in Service Transition

Module 5: Service Operation
» Purpose, objectives, scope, and value of Service Operation
» Key terms in Service Operation
» Key processes in Service Operation
» Functions

Module 6: Continual Service Improvement
» Purpose, objectives, scope, and value of Continual Service Improvement (CSI)
» Key terms in CSI
» Key processes in CSI

Module 7: Exam Preparation
» Quizzes
» Review of Terms
» Review of processes

Appendix A: Practice Exam

Appendix B: ITIL® Glossary

Appendix C: ITIL® Foundation Syllabus

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