

Course Description

Developed by the UK government ITIL (Information Technology Infrastructure Library) is a framework of best practices intended to facilitate the delivery of high quality IT services. It became the de facto standard for Service Management. The Foundation course consists of a detailed introduction to the IT Service Management philosophy and the core ITIL best practices (Service Support and Service Delivery). All Service Management processes will be covered. Attention will be paid to the objectives, activities, relationships, blocking factors, considerations, benefits and terminology. The duration of the course is three days. The maximum number of participants is 16. There is no minimum.

Objectives

- To provide understanding of key ITIL Service management concepts
- To teach ITIL philosophy and best practices
- To teach ITIL terminology
- To relate ITIL concepts to organizations
- Prepare for the ITIL foundation certificate

Prerequisites

- No specific course is required prior to attending this training course
- Some professional experience in Information Technology and Project Management is useful

Target audience

- All managers and IT staff responsible for the delivery of IT services
- Organization and Process Managers
- Project/Program Managers
- Any person interested in ITIL concepts

Contacts

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Course Content

- Introduction to IT Service Management Framework
- Service Support disciplines : Service Desk function, Incident Management , Problem Management, Change Management, Release Management, Configuration Management
- Service Delivery disciplines: Capacity Management, Availability Management, IT Service Continuity Management, Financial Management, Service Level Management
- Group discussions and exercises (an optional business simulation applying studied concepts)

Certification

EXIN Foundation Certificate in IT Service Management

Student Pack

- Training course material.
- Attendance Certificate