



# ITIL® Foundation



## Course Overview

The 3-day ITIL Foundation Course is introducing the *Service Management Lifecycle* which looks at how the implementation of IT Service Management provides the IT organisation with a business and customer focus, rather than being driven by technology decisions.

The Foundation Course will also show how IT Service Management ensures that the organisation is *Effective & Efficient*

## Course Objectives

- Understand the importance of IT Service Management for an organisation
- Learn the ITIL® Framework including the processes within service lifecycle
- Recognised the need to exploit changes in technology and deliver business results through technology rather than with technology.
- Understand the benefits of Continual Service Improvement to the organisation
- Identify the opportunities to develop the ITIL® Service Management processes within your organisation.

*This course also prepare participants for an optional examination leading to the **Foundation Certificate** in the IT Service Management (based on ITIL® ). It is also the prerequisite for the ITIL Intermediate training programs.*

## Target Audience

- Individuals who require understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organisation
- IT professionals that are working within an organisation that has adopted ITIL framework
- This may include but is not limited to: IT professionals, Process Owners, Process Managers, IT Managers, Supervisor, Project Managers, IT Sales, business managers, IT Consultants

## Current Delivery Method

- Instructor led Classroom based (In-House & Public Course)
- The Maximum number of students per session is 15

## About ITIL®\*

ITIL stands for the IT Infrastructure Library®, published by the Office of Government Commerce (OGC) in Great Britain. Now known as "The Cabinet Office". ITIL is a series of published books that each cover a core essential area of IT Management. The publication provides a common ground for the different components within a business to discuss service management.

The ITIL core publications are: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement

## Price

600.00 JOD + Optional 130.00 JOD "PASS GUARANTEED"\* Foundation Exam & Certification (Optional), inclusive course workbook, meals and beverage in comfortable training venue.

## Early Bird

Register up to 21 days before course commencement and **Save 100.00 JOD** per candidate (unless other offers are announced)

## Special Package Solutions

Enrol more than one candidate and **Save 5%** per candidate

## Payment Methods & Terms

- Payment Methods are: Bank money transfer, or Credit Card (secure online payment)
- Full Payment to be received at least 14 days prior to the commencement of the course (unless otherwise announced by our office)
- Cancellation from candidates received less than 10 days prior to the commencement of the course will attract no refund, however, substitute candidates are acceptable
- In the circumstances of cancellation the event will either attract a full refund or transfer credit to the next scheduled courses

**\*\*\*"PASS GUARANTEED!"** we believe that our unique training approach will help you to pass the ITIL Foundation Exam and achieve the certification. If you don't, then you can re-attend the course for **FREE**



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## Course Agenda

### **Course Timing:**

Overall: 8:45am—4:30pm

Coffee Breaks: 15 minutes (morning & Afternoon), Lunch Break: 45 minutes

### **DAY 1**

Course Introduction & ITIL Qualification Scheme

**PART 1: Service Management As a Practice**

*Coffee Break*

**PART 2: The ITIL Service Lifecycle—Overview—**

**PART 3: Key Principles, Models, and Concepts**

*Lunch*

**PART 4:**

**Part 4.1: Service Strategy**

- Service Portfolio Management & Demand Management

*Coffee Break*

- Business Relationship Management & Financial Management

### **DAY 2:**

**Part 4.2: Service Design**

- Design Coordination
- Service Catalogue, and Service Level Management
- Supplier Management
- Information Security Management

*Coffee Break*

- Availability, Capacity, and IT Service Continuity Management

*Lunch*

**Part 4.3: Service Transition**

- Transition Planning & Support
- Service Asset & Configuration Management

*Coffee Break*

- Change Management, Release & Deployment Management
- Knowledge Management

### **DAY 3**

**PART 4:**

**Part 4.4: Service Operation**

- Event Management
- Incident Management, and Request Fulfilment
- Problem Management
- Access Management

*Functions:*

- Service Desk
- Operation, Application, and Technical Management

**Part 4.5: Continual Service Improvement**

**PART 5: Service Management Technology and Architecture**

**Sample ITIL Foundation Exams**

**Course Conclusion**

**ITIL® Foundation Exam Syllabus:** for candidates who wish to conduct the certification program, it can be organised on Day 3 of the course or will be organised later on with your preferred date & time. The exam is web-based/paper-based 40 multiple choice questions with a standard duration of 60 minutes. A score of 65% or more is considered passing grade. Personal study is recommended 18 hours

*For Course Registration, quotation and/or obtaining more detail, Please do not hesitate to contact us*



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