



ITIL® 2011 Foundation Certification Training - Brochure

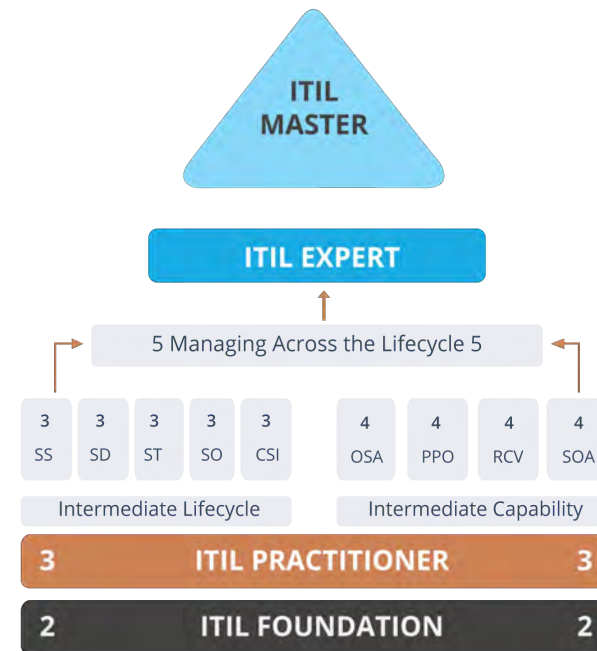


The Launchpad for a Career in IT Service Management

The Importance of ITIL®

IT service management is a practice that gives importance to the delivery of high-quality IT services, with the goal of delighting customers. Information Technology Infrastructure Library (ITIL) is the most-recognised framework for IT service management in the world. It draws from best practices in public and private sector companies around the globe. It acts as a guide for organisations for the provision of high-quality IT services and the processes, functions and capabilities that support them.

There is a critical and huge demand for ITIL-certified professionals who are trained to implement best practices, protocols and standards in IT services. Once you gain knowledge of this framework, you can help bring about greater customer satisfaction, reduced costs and increased productivity for your organisation. ITIL 2011 Foundation (the upgraded version of ITIL V3) is the starting point to build expertise in the domain.



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THE ITIL CREDITS PATH TO SUCCESS IN YOUR ITSM CAREER

Get Invensis Learning Advantage

- PEOPLECERT accredited certification examination training
- Learn from an AXELOS Certified Partner
- Expert trainer, interactive sessions with case studies
- 4 ITIL Foundation exam practice tests with 40 questions in each
- Classes across 108+ locations worldwide
- Exam fees included in the training course
- 18 PDUs certificate provided
- Instructor-led training that is always on schedule
- Global approval and accreditation

Benefits of ITIL Foundation

- Opens up opportunities for moving up to senior IT service management (ITSM) roles
- Makes you a global professional with internationally-recognised service management skills in demand worldwide
- Gives credibility to your capabilities, enhancing your worth in the eyes of potential employers
- Makes your CV stand out as a certified and qualified professional and distinguishes you from your peers
- Builds your knowledge and skills to improve your work performance in ITSM roles

About Invensis Learning

Invensis Learning is a pioneer in providing globally-recognised certification training courses for individuals and enterprises worldwide. Our training methodology coupled with high quality courseware have enabled organisations to achieve high-impact learning with increased knowledge, competence, and performance.

We offer courses in various categories such as Project Management, IT Service Management, IT Security and Governance, Quality Management, Agile Project Management, DevOps, and Cloud Courses. We have trained 10000+ professionals worldwide and are a trusted partner for Fortune 500 companies, small and medium businesses, and government organisations to deliver globally-recognised training and certification programs. Invensis Learning certification training programs are adhered to global standards such as PMI, TUV SUD, AXELOS, ISACA, DevOps Institute, and PEOPLECERT.

ITIL Foundation Course Overview

Service Management Lifecycle

- Principles of Service Management
- The Processes
- The ITIL Service Lifecycle

Service Strategy

- Introduction to Service Strategy
- Key Concepts of Service Strategy
- Service Strategy Processes
 - Demand Management

- Service Portfolio Management
- Financial Management
- Business Relationship Management

Service Design

- Introduction to Service Design
- Key Concepts of Service Design
- Service Design Processes
 - Service Catalogue Management
 - Service Level Management
 - Supplier Management
 - Capacity Management
 - Availability Management
 - IT Service Continuity Management
 - Information Security Management
 - Design Co-ordination

Service Transition

- Introduction to Service Transition
- Key Principles & Models of Service Transition
- Service Transition Processes
 - Transition, Planning and Support
 - Change Management
 - Service Asset and Configuration Management

- Release and Deployment Management
 - Knowledge Management

Service Operations

- Introduction to Service Operations
- Service Operations Processes
 - Event Management
 - Problem Management
 - Request Fulfillment
 - Access Management
- Service Operations Functions

Continual Service Improvement

- Introduction to Continual Service Improvement
- Key Principles and Models of Continual Service Improvement

4 ITIL Foundation Practice Exams



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