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ITIL® Foundation In IT Service Management

Promotion @
\$950 (Full-Time)
\$1299 (Part-Time/Sat)
UP \$1999
- Excludes ITIL Exam

What is ITIL® Foundation?

The ITIL® Foundation Service Management Practices Program is a three-day program leading to an examination for the ITIL® Foundation Certificate in IT Service Management. The course is aimed at enabling participants to understand the basic terms, concepts and relationships between the ITIL processes and functions. The Foundation Certificate is the entry level course within the IT Service Management certification scheme.

Course Objective

This ITIL® Foundation course aims to achieve the following objectives:

- Provide insight into the best practices for IT Service Management (ITSM).
- Explain & discuss ITIL V3 framework, the theory and the concepts.
- Focus on the terminology and relationships between the ITIL processes.
- Prepare participants for the exam.

Who should take this course

- IT support and technical staff.
- Help Desk/support/operations staff.
- Support/Help Desk/technical services managers.
- Network support staff.
- Business Relationship Managers.

Certificate Of Attendance

Certificate Of Attendance will be awarded to participants completing the course achieving minimum 75% attendance.

Training Methodology & Materials

- Three days or 6 sessions instructor-led course combining lectures, exercises and practical examples.

Training Duration

Full-Time / Sat : 3 days

Time : 9.30am-5.30pm

Part-Time : 6 sessions

Time : 7pm – 10pm (twice or thrice a week)

Course + Exam Training Fee

Course Fee : S\$1999

Exam Fee : S\$361 (Exam is compulsory)

Regn Fee : S\$50

All fees subject to GST 7%.

DETAILED COURSE OUTLINE

Day 1

Introduction

- History of ITIL -
- ITIL Qualification scheme

Service Management as a Practice Service

- Service Management
- Processes -
- Roles -
- Organisation

The Service LifeCycle

- The Structure, Scope, Components and Interfaces of the ITIL Library
- ITIL Service Life Cycle

Service Strategy

- Service Models
- Service Portfolio Management
- Demand Management
- Financial Management
- Return on Investment

Day 2

Service Design

- Design -
- Service Catalogue -
- Management
- Service Level Management -
- Capacity Management -
- Availability Management -
- IT Service Continuity -
- Management
- Information Security -
- Management
- Supplier Management

Service Transition

- Change Management
- Service Asset and Configuration Management (SACM)
- Release and Deployment Management
- Service Knowledge Management

Service Operation

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

Day 3

Continual Service Improvement

- The Continual Service Improvement Model
- IT Governance across
- Service Life Cycle

Technology and Architecture

- Generic requirements for -
an integrated set of Service
- Management Technology
- Understand how Service Automation assists with
integrating Service
- Management processes

Related Standards and Frameworks

- ISO/IEC 20000 -
- ISO 27000 -
- ISO 9000 -
- ISO 19770 -
- ISO 15504 -
- SixSigma -
- COBIT -
- CMMI

ITIL® Foundation Certification



Contact:

6333-4843

IT Enabler Consultancy Pte Ltd

Company Reg. No.: 200211025Z

35 Selegie Road #09-06 Parklane Shopping Mall S(188307)
customerservice@ienabler.com.sg | www.ienabler.com.sg