

## ITIL® Foundation Certificate in IT Service Management

### ITIL Foundation Certificate Course in IT Service Management (3 days)

This 3-day certificate course is the best starting point for any person or organisation needing to find out about ITIL, the world best practice in IT Service Management.

The course provides a comprehensive understanding of the ITIL Framework and how it may be used to enhance the quality of IT Service Management within an organisation. The focus is on an integrated approach to IT Service Management through cross-departmental processes and implementation of effective communication channels. Attendees learn a common vocabulary and a shared understanding of IT Service Management best practice.

### Learning Outcomes

The aim of this course is for each participant to gain competencies in the following:

- Service Management as a Practice
- Service Lifecycle
- Key Principles and Models
- Generic Concepts
- Selected Processes
- Selected Roles
- Selected Functions
- Technology and Architecture
- Related standards and frameworks
- The issues of implementing ITIL Service Management into an organisation and creating a cycle of continuous improvement

### Who Should Attend

The ITIL Essentials course is appropriate for all IT staff, but more specifically people in the following roles should attend:

- IT Managers
- CIOs
- IT Line Managers
- Process stakeholders
- Service Delivery Managers
- Participants wishing to progress to the further ITIL Certifications (Service Capability Diploma, Service Management Diploma or Advanced Diploma in IT Service Management)

### What is ITIL?

The Information Technology Infrastructure Library (ITIL) is a best practice IT Service Management framework developed by the Office of Government Commerce (OGC) within the UK government. It has been developed in collaboration with leading

industry experts, consultants and practitioners over the last 15 years and is now managed by AXELOS.

### What is ITIL?

Since its launch, ITIL has been widely accepted throughout the world as the *de facto* standard for best practice in IT Service Management.

ITIL adopts a greater business focus for IT because IT assets are integrated with the Business Strategy and Business Outcomes. ITIL:

- Is positioned as a Practice in the IT services business
- Uses a Service Lifecycle that recognises engagement across, and beyond, the enterprise
- Allows a synergy with other best practices like COBIT, CMMI and PRINCE2®.

### Learning Method

This course is instructor led with limited class size (max 16). Participants undertake practical activities to ensure understanding of concepts and terminology.

### Examination

The ITIL Foundation Certificate is an internationally-recognised qualification and is a prerequisite for further qualifications in ITIL. The exam is set by the official Accreditor APMG and is offered via an accredited examinations institute. It comprises a 60-minute 40 question multiple choice examination and is held on the last day of the course.

### In-House Training

This course is instructor led with limited class size (max 16). Participants undertake practical activities to ensure understanding of concepts and terminology. This course is available in your own premises or "off-site". There are many advantages to in-house training. Please contact [us](mailto:us) for a quotation and to discuss your requirements. Ph 07 3343 4256 Or 1300 733 905  
[courses@yellowhouse.net](mailto:courses@yellowhouse.net)



# Adopt ITIL®: the world's most popular IT Service Management framework

ITIL is a framework developed in recognition of organizations' growing dependency on IT and embodies best practices for IT Service Management.

ITIL consists of a series of books offering guidance on the provision of quality IT services, and on the accommodation and environmental facilities needed to support IT.

Developed from expertise and experience drawn from IT service management professionals and organizations from around the world and from a variety of sectors/backgrounds, ITIL users benefit from:

- Improved IT services and more efficient delivery of third-party services
- Reduced costs and a boost to productivity
- Increased customer satisfaction
- Comprehensive standards and guidance.



## CERTIFICATION AVAILABLE

**Foundation:** Entry-level ITIL certification. **Intermediate qualifications:** Modular structure; each module with a more specialist focus. Two streams with a total of nine modules:

<i>Service Lifecycle Stream</i>	<i>Service Capability Stream</i>
Service Strategy (SS)	Operational Support and Analysis (OS&A)
Service Design (SD)	Service Offerings and Agreements (SOA)
Service Transition (ST)	Release, Control and Validation (RC&V)
Service Operation (SO)	Planning, Protection and Optimization (PP&O)
Continual Service Improvement (CSI)	

**Managing Across the Lifecycle (MALC):** Consolidates knowledge gained across the scheme.

**ITIL Expert:** Awarded to candidates who achieve 22 applicable qualification credits.

**ITIL Master:** Achieved through written submissions and interview.

## FURTHER INFORMATION

### Who is it for?

ITIL certifications are tailored for all levels of individuals working in an IT service management environment, and those involved in establishing and managing IT operations.

### You may also be interested in

- ASL® & BiSL®
- COBIT® 5
- IAITAM®
- ISO/IEC 20000
- ISO/IEC 27001
- IT Analyst Series
- Lean IT
- Service Catalogue

**FIND ACCREDITED TRAINING ORGANIZATIONS (ATOs) ONLINE AT**  
[WWW.APMG-INTERNATIONAL.COM/ACCREDITEDPROVIDERS](http://WWW.APMG-INTERNATIONAL.COM/ACCREDITEDPROVIDERS)

