ITIL Foundation Bootcamp ATLANTA SPECIAL

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An ATG Learning Company

ITIL

Length: 3 days
Format: Bootcamp
Time: Day

About This Course

If you are an IT professional looking to get into IT service management using ITIL best practices, the IT Infrastructure Library (ITIL) Foundation Certification course is the first step in your preparation. The course will prepare you for the ITIL Foundation exam, introducing you to basic concepts used in IT service management. In this course, you will acquire the essential skills and information necessary to lead and manage an IT business service through every stage of its lifecycle.

Required Exams

ITIL Foundation

Audience Profile

The ITIL Foundation training course is an introductory-level course. It is offered to professionals responsible for leading, building, supporting, and operating the information technology services delivery aspects of their organizations IT infrastructure or to consulting and other business professionals who need to upgrade their skills.

Course Objectives

In this course, you will describe the basic fundamental concepts of ITIL, and identify the phases of the IT Service Management Lifecycle. You will:

  * Describe the history and basic concepts of ITIL.
  * Describe Continual Service Improvement in the IT Service Lifecycle.
  * Describe Service Operation in the IT Service Lifecycle.
  * Describe the various functions of Service Operation Lifecycle in the IT Service Lifecycle.
  * Describe Service Transition in the IT Service Lifecycle.
  * Describe Service Design in the IT Service Lifecycle.
  * Describe Service Strategy in the IT Service Lifecycle.

Outline

Lesson 1: Introduction to ITIL Topic A: ITIL Basics

Topic B: The Service Lifecycle

Lesson 2: Continual Service Improvement Topic A: Purpose, Objectives, and Scope of CSI

Topic B: CSI Principles

Lesson 3: Service Operation Topic A: Basic Concepts of Service Operation

Topic B: The Event Management Process

Topic C: The Incident Management Process

Topic D: The Problem Management Process

Topic E: The Request Fulfillment Process

Topic F: The Access Management Process

Lesson 4: Service Operation Functions Topic A: The Service Desk Function

Topic B: The Technical Management Function

Topic C: The IT Operations Management Function

Topic D: The Application Management Function

Lesson 5: Service Transition Topic A: Basic Concepts of Service Transition

Topic B: The Change Management Process

Topic C: The SACM Process

Topic D: The Release and Deployment Management Process

Topic E: The Knowledge Management Process

Lesson 6: Service Design Topic A: Basic Concepts of Service Design

Topic B: The Service Level Management Process

Topic C: The Service Catalog Management Process

Topic D: The Availability Management Process

Topic E: The Capacity Management Process

Topic F: The Information Security Management Process

Topic G: IT Service Continuity Management

Topic H: The Supplier Management Process

Lesson 7: Service Strategy Topic A: Basic Concepts of the Service Strategy Phase

Topic B: The Financial Management Process

Topic C: The Service Portfolio Management Process

Topic D: The Demand Management Process

Topic E: The Business Relationship Management Process