CTES TRAINING FORMATION SETC
Knowledge that Works Les connaissances au travail

ITIL Training

1. Title

- Certified ITIL® Foundations: Mastering IT Service Management (ITILF, 4 days) - View PDF

2. Course Description

- Processes are the cornerstone of IT service management. In the service management world, process definitions and their associated best practices are more often defined in relationship to ITIL®: The Information Technology Infrastructure Library®. This accredited CTES Certified course provides a solid introduction to the theory and practice of IT service management according to ITIL®. Beginning with key terms such as incident, problem, service and process, this unique course guides participants through the numerous processes and functions that make up ITIL®. From incident management to service level management, every process and function is discussed in relation to its real-world applications and its formal definition. Most importantly, our ITIL® course is not one long memorization session. We take a practical and hands-on approach to ITIL® training because we know how important these processes are to the success of your organization. Come pass your accredited certification exam with CTES training while you learn how ITIL® can help your organization become more efficient and more productive. This course prepares the student for the ITIL® Foundation Certificate and will provide the student with 22 contact hours of professional training. All participants will be provided with sample exams and the official ITIL® Foundation exam syllabi. All the information presented in this course is in line with the 5 core ITIL® publications as published by the TSO. The CTES Training ITIL® Foundation course have a maximum class size of 12 and ends with a comprehensive overview of the course and an official certification exam. ITIL® and Information Technology Infrastructure Library® are registered trademarks of the Cabinet Office.

3. Course Pre-requisites

- Some service delivery or service management experience

4. Target Audience

- IT professionals who want to learn about service management.

5. Outline

Module 1: ITIL Introduction

Topic 1: Why is ITIL important?

Topic 2: The History of ITIL

Topic 3: What has changed since ITIL v2?

Topic 4: Components of ITIL

Topic 5: ISO/IEC 20000

Topic 6: Essential Concepts

Topic 7: An Integrated View of ITIL

Module 2: IT Service Management

Topic 1: Overview

Topic 2: Setting the Context

Topic 3: What is a Service?

Topic 4: What is Service Management?

Topic 5: Processes, Functions and Roles

Topic 6: The Role of Service Automation

Module 3: The Service Lifecycle

Topic 1: Overview

Topic 2: Service Strategy

Topic 3: Service Design

Topic 4: Service Transition

Topic 5: Service Operation

Topic 6: Continual Service Improvement

Module 4: Functions

Topic 1: The Service Desk

Topic 2: Technical Management

Topic 3: IT Operations Management

Topic 4: Applications Management

Module 5: Service Strategy: What is Value?

Topic 1: Definition of Service Strategy

Topic 2: Service Strategy Principles

Topic 3: Service Strategy Fundamentals

Topic 4: Demand Management

Topic 5: Financial Management

Topic 6: Service Portfolio and Service Catalogues

Module 6: Service Design: The Path to Value

Topic 1: The Design Phase from A to Z

Topic 2: Service Sourcing Strategies

Topic 3: Roles and Responsibilities

Topic 4: Service Catalogue Management

Topic 5: Service Level Management

Topic 6: Capacity Management

Topic 7: Availability Management

Topic 8: IT Service Continuity Management

Topic 9: Information Security Management

Topic 10: Supplier Management

Module 7: Service Transition: Building Value

Topic 1: Transition Planning and Support

Topic 3: Service Asset and Configuration Management

Topic 4: Release and Deployment Management

Topic 5: Service Validation and Testing

Topic 6: Evaluation

Topic 7: Knowledge Management

Module 8: Service Operation: Realizing Value

Topic 1: The Role of Service Operation

Topic 2: Processes

Topic 3: Event Management

Topic 4: Incident Management

Topic 5: Request Fulfillment

Topic 6: Problem Management

Topic 7: Access Management

Topic 8: IT Operations Management

Module 9: Continual Service Improvement

Topic 1: The Continual Service Improvement Model

Topic 2: The CSI Improvement Process

Topic 3: The P-D-C-A Cycle

Topic 4: The 7-Step Improvement Process

Topic 5: Implementing CSI

Topic 6: Critical Success Factors

Module 10: Putting it All Together

Topic 1: In this final section, participants will participate in a real world re-enactment of the ITIL lifecycle.

Module 11: Preparing for the Exam

Topic 1: Going in to the Exam: Mental Preparation

Topic 2: Computer Based Testing Strategies

Topic 3: Monitoring Yourself

Topic 4: Key Exam Targets

Topic 5: Remembering the Big Picture of ITIL