

# ITIL® 3 Foundation Certificate in IT Service Management with exam

Learn via: **Classroom/AFA**

Duration: **3 Day**

## **Overview**

The ITIL® Foundation Certificate in IT Service Management course provides comprehensive first-level training for anyone involved in provision, support, and delivery of IT Services.

ITIL Foundation teaches the fundamentals of the IT Infrastructure Library (ITIL) core volumes, which provide an end-to-end view of IT and its integration with business strategy. Those core volumes are: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.

The course is comprised of lecture sessions, hands-on exercises which reinforce the knowledge gained and practice examinations. Those delegates taking the certificate exam on the final day will need to plan to spend 90-120 minutes each evening on revision and example examination questions.

The course culminates in a one-hour multiple-choice examination for the Foundation Certificate in IT Service Management and is a pre-requisite for the further training in ITIL that leads to the ITIL Expert Certificate in IT Service Management. The exam is multi-choice. There are 40 questions to be completed in 60 minutes. The pass mark is 26 correct answers from 40 (65%). This course also provides 21 Hours of Contact Education/Professional Development Units towards PMI PMP certification / re certification.

## **Target Audience**

This course is aimed at all levels of IT professionals, Customers, and Users involved in the provision or receipt of IT Services.

## **Prerequisites**

We recommend that you have access to a personal device for extra curricula work.

### **ITIL Foundation Certificate in IT Service Management Pre-Course Reading:**

- Delegates will be provided with pre-course reading prior to attending the course by email. Success on the course will be enhanced by close attention to the pre-reading materials. It is recommended that delegates spend 2 hours working through the pre-reading.

## **Proof of identification**

If taking an exam, candidates are required to provide Photo ID with a valid signature e.g. driving license, passport or named work ID badges prior to sitting their exam. Failure to produce this ID will result in their exam results being withheld until proof of ID is provided. Please note that if proof is not provided within 40 days, candidate's exam results will be null and void and a re-sit would be required.

## **Reasonable Adjustments Policy**

The exam provider allows additional time for candidates who have a disability or whose native language differs to that of the examination paper. Full details and how to apply can be found here [www.qa.com/axelosexams](http://www.qa.com/axelosexams). At least two weeks' notice will be required for processing this request. Delegates failing to advise QA and provide evidence when requested, may not be allowed the additional support offered via the policy. QA Exam Administration can be contacted by email [exam.admin@qa.com](mailto:exam.admin@qa.com) or by phone 44(0) 1793 696162.

## **Course Material**

Please ensure you bring a device such as a mobile phone, tablet or laptop to be able to load your course material on to as you may need this for use in the evenings.

## **What You Will Learn**

You will learn about:

- Service Management as a Practice
- The Service Lifecycle
- Key Principles and Models
- Generic Concepts
- Processes

- Roles
- Functions
- Technology and Architecture
- ITIL Qualification Scheme

## **Outline**

### Module 1: Overview

- Introducing the programme
- ITIL Overview

### Module 2: Service Strategy

- Technical and Application Management
- Demand Management
- Financial Management
- Service Portfolio Management

### Module 3: Service Design

- Service Level Management
- Supplier Management
- Service Catalogue Management

### Module 4: Service Design cont.

- Capacity Management
- Availability Management
- Information Security Management
- IT Service Continuity Management

### Module 5: Service Transition

- Change Management

### Module 6: Service Transition cont.

- Release & Deployment
- Service Asset & Configuration Management
- Knowledge Management

### Module 7: Service Operation

- Service Desk
- IT Operations Management

### Module 8: Service Operation cont.

- Incident Management
- Problem Management

### Module 9: Service Operation cont.

- Event Management
- Service Automation
- Request Fulfilment
- Access Management

## Module 10: Continual Service Improvement

- PDCA
- Continual Service Improvement Model
- Role of Measurement

## Module 11: Qualification Scheme

- ITIL Foundation Qualification Scheme
- ITIL Foundation Examination advice

Recommended study time for this course, including any additional reading is approximately 21 hours.

### **This course includes a classroom examination**

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#### **BCS Reasonable Adjustments Policy**

BCS allow additional time for candidates who have a disability or whose native language differs to that of the examination paper. Full details are provided in the BCS Reasonable Adjustments Policy which is available to view on the BCS website. If you believe you qualify for this then please notify the Exam Administration team on the details below as early as possible. At least two weeks' notice will be required for processing this request. Delegates failing to advise QA and provide evidence when requested, may not be allowed the additional support offered via the BCS policy. QA Exam Administration can be contacted by email [exam.admin@qa.com](mailto:exam.admin@qa.com) or by phone 44(0) 1793 696162.

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