

ITIL® v2 Foundation Course – ITL9214E

16 Hours | E-Learning | ITL9214E

IT Infrastructure Library (ITIL) is a collection of Best Practices for the management and delivery of IT services and IT infrastructure. Because of decades of constant revision, these Best Practices have become a de-facto standard for the IT departments of all types of organizations. These Best Practices cover key Service Management processes, such as Incident Management, Problem Management, Release Management, Change Management, Service Level Management, Financial Management, Service Continuity Management, and Availability and Capacity Management.

ITIL also recommends the concept of a Service Desk that is designed to improve the function of the conventional Help Desk. The core ITIL guidelines are currently available in a series of eight books.

ITpreneurs' ITIL courses take an intensive, IT Process Competence training solutions approach. The courses provide the learner with the essentials of the best practices of ITIL processes adopted worldwide. ITpreneurs develops the courses using a customizable and integrated training program approach to enable a knowledge-driven learning process.

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ITL9214E

ITIL® v2 Foundation Course

Course Introduction:

ITpreneurs' ITIL Foundation Course is an award winning and EXIN accredited course comprising of an integrated case study learning approach and rich dynamic content in an interactive multimedia presentation. The 16 hour long modularized self-paced e-learning course introduces you to the concepts of IT Service Management (ITSM) and how to apply the industry standard IT Infrastructure Library (ITIL) Service Support and Service Delivery principles within an IT services driven organization.

Course Description:

The ITIL Foundation Course combines the advantages of anywhere-anytime convenience and can be accessed from your office or home. The course also provides flexible course tracks that let you learn at your own pace and an integrated case study to enable thorough understanding and retention. The course is developed in compliance with all the prerequisite training and exam specifications laid down by EXIN and leads you to ITIL Foundation Certification.

Audience:

IT Support Staff, IT Consultants, Key Business Users, IT Developers.

Learning Objectives:

At the end of this course, you will be able to:

- Identify the various ITIL processes that can be implemented in an organization.
- Identify the benefits of implementing each ITIL process in an organization.
- Identify the basic concepts related to each ITIL process.
- Identify the activities and roles involved in each process.
- Identify the relationship of each ITIL process with other processes.
- Identify the factors that affect the effectiveness of each ITIL process.

Course Organization Logistics:

- Computer (Pentium IV, Internet Explorer 5.x, Cookies enabled, Macromedia Flash Player 6.0, Speakers or a headset, 1024X768 pixel resolution)
- Broadband Internet connection

Course Student Material:

ITIL Foundation Student Material Package.

Reference Material:

Recommended reference materials: Foundation of ITIL Service Management (ISBN 9077212582).