

# ITIL Foundation

## Lifecycle of Managing IT Services

### Our Learning Exclusive

- Custom exam prep software and materials
- Exam delivery in classroom with 98% success
- Course specific thinQtank® Learning publications to promote a fun exciting learning
- Extended hours of training including immersive hands-on exercises
- WE DO NOT "TEACH THE TEST" We always deliver valuable hands-on experience
- Receive all reading material and study guides when you register
- All courses taught by ITIL certified instructors

### Course Duration

- Three days of instructor-led training
- 90% lecture, 10% hands-on labs

### Target Audience

- Wide range of IT Professionals including Senior Management, Key Business Managers, Business Relationship Managers, Service Desk Professionals, IT Consultants, Business Analysts, Project Managers, Business Process Analysts, System Integrators, Application Developers, and anyone interested in better aligning IT Services to the business.

### Exam Information

- ITIL Foundation

### Delivery Methods

- Instructor-Led Training
- Immersive Live-Online Training
- On-Site and Custom Delivery

### Course Overview

thinQtank® Learning is offering an industry unique three-day training camp that introduces learners to the Lifecycle of Managing IT Services to deliver to the business and exceed expectations while optimizing investments. The course is case study driven leveraging Instructor real-life experiences that can be taken back to the office after the course is completed.

Key Items covered in the course include the concept of IT Service Management, Processes and Functions, the RACI model, covering the five core disciplines of Service Strategy, Service Design, Service Transition, Service Operations, and Continual Service Improvement. These disciplines represent a Service Lifecycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational and business needs.

### Course Objectives

ITIL covers five core disciplines:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Students get an introduction to the lifecycle of managing IT services to deliver to business expectations and will learn the core disciplines of ITIL best practices. Other core topics include:

- Identify the key principles and concepts of IT Service Management
- Identify the benefits of implementing ITIL in an organization
- Identify the Service Management processes and how they map to the Service Lifecycle
- Identify the basic concepts and definitions related to the Service Lifecycle
- Identify the activities and roles involved with the Service Lifecycle
- Identify the relationship of each component of the Service Lifecycle and how they map to other components
- Identify the factors that affect the effectiveness of the Service Lifecycle

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### Course Modules

1	<b>Service Management Defined</b> <ul style="list-style-type: none"><li>IT services and what they really do</li><li>How IT services deliver value to customers</li><li>Value and importance of IT service management</li></ul>
2	<b>ITIL Introduction</b> <ul style="list-style-type: none"><li>Good practices</li><li>Ease ITIL adoption</li><li>ITIL qualification scheme, bodies, and certifications</li></ul>
3	<b>Service Strategy</b> <ul style="list-style-type: none"><li>Design, develop, and implement service management</li><li>Service management as a strategic asset</li><li>Setting objectives and expectations</li><li>Identify and select prioritization opportunities</li></ul>
4	<b>Service Design</b> <ul style="list-style-type: none"><li>Design and develop services</li><li>Develop processes</li><li>Design principles and methods</li><li>Convert strategy into services</li></ul>
5	<b>Service Transition</b> <ul style="list-style-type: none"><li>Develop and improve capabilities</li><li>Improved methods for transitioning new and changed services into operation</li><li>Manage the complexity related to changes</li><li>Prevent undesired results while enabling innovation</li></ul>
6	<b>Service Operation</b> <ul style="list-style-type: none"><li>Effectively and efficiently deliver support services</li><li>Ensure value to customer and service provider</li><li>Maintain stability while allowing for change</li><li>Organize to improve IT support to customers</li></ul>
7	<b>Continual Service Improvement</b> <ul style="list-style-type: none"><li>Create and maintain value for customers</li><li>Importance of better design, introduction, and operation of services</li><li>Improving service quality, business continuity, and IT efficiency</li><li>Link improvement efforts to strategy, design, and transition</li></ul>
8	<b>Exam-Taking Tips</b> <ul style="list-style-type: none"><li>Important techniques to help you pass your exam</li></ul>

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