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# ITIL® V2 Foundation Program Certification Program - 3 Days

## Course Overview

For all IT professionals and those in the non-IT organizations but working closely with IT services who require a basic understanding on quality of IT service delivery as well as obtain the Foundation certification in IT Service Management

- This 3 day program with formal certification exam was developed in line with the ITIL Framework. Its purpose is to provide participants in the training program with the necessary information required to successfully achieve ITIL® Foundation certification.
  - Lecture (75% of time) - ITIL® common language, concept overview, ITIL® process goals, activities and relationships.
  - Exercise and exam preparation (25% of time) - Enhanced learning through extensive exercises (over 100 questions).  
Key features of exercises - enhance clear understanding of ITIL® concept and terminologies, and prepare for the Foundation certification exam.
  - Homework - Daily homework assignments to review and consolidate the learning during the day, and to prepare for the Foundation certification exam.

## Duration

Three days

## Delivery Methods

- Instructor led Classroom environment
- Virtual Web-based

## Audience

This program is for everyone who:

- Is working in any aspect of Service Management.
- Intends to acquire knowledge of ITIL® IT Service Management Framework and Best-practices.
- Is implementing one or more of the ITIL® Service Management based processes, in an IT environment.
- Intends to obtain the ITIL® Foundation Certificate in IT Service Management.
- Is a customer of IT and requires an understanding of how IT support and delivery processes can best be accomplished and/or improved using the ITIL® framework.

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## Prerequisites

- There are no pre-requisites for this program

## Program Objectives

The primary objectives are:

- To provide participants with a strong understanding of the ITIL® framework, its common language, processes definitions and relationships, benefits and goals.
- To provide participants a firm foundation in IT Service Management best practices, the knowledge and pre-requisite to prepare for the ITIL® Foundation Certification exam.

## Program Contents

The Foundation Level Training covers the following topics:

### ***ITIL® Service Support Processes and Function***

- Configuration Management
- Service Desk
- Incident Management
- Problem Management
- Change Management
- Release Management

### ***ITIL® Service Delivery Processes***

- Service Level Management
- Financial Management for IT Services
- Availability Management
- Capacity Management
- IT Service Continuity Management

### ***ITIL® Security Management***

## Program Material (handouts)

The Foundation V2 training program includes the following as reference documentation:

- Program slide presentation
- Exam study guide
- ITIL® acronyms and glossary
- Sample examination questions and answers
- IT Service Management ITIL® V2 Pocket Guide