



ITIL Foundation

Description

The Purpose of the ITIL foundation certificate in IT service management is to obtain knowledge of the ITIL terminology, structure and basic concepts and to comprehend the core principles of ITIL practices for Service Management.

The ITIL Foundation certificate in IT service Management is not intended to enable the holders of the certificate to apply the ITIL practices for services management independently.

Syllabus

- Service management practice
- The Service lifecycle
- Generic concepts and definitions
- Key principles and models
- Processes
- Functions
- Roles
- Technology and architecture
- ITIL qualification scheme.

Learning Outcomes

On completion of the ITIL Foundation course, participants will gain a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organisation.

Participants and Requirements

The target group of the ITIL foundation certificate in IT service Management are : Individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organisation, IT professionals that are working within an organisation that has adopted and adapted ITIL who need to be informed about the thereafter contribute to an ongoing service improvement programme.

Certificate

ITIL Foundation Certificate in IT Service Management

Course Duration

3 days

