

## **ITIL® FOUNDATION COURSE**

Future Frameworks is a leading global consulting organization. Future Frameworks works with CXOs and Training Head to provide IT Service Management & Governance strategies and solutions, globally across industries. Future Frameworks comes with decades of experience in this niche area, primarily focused to provide solutions and strategies. The organization's portfolio of services includes Consulting and Training.

### **Course Description:**

This 2-day accredited course "ITIL® Foundation in IT Service Management" introduces the concepts of IT Service Management (ITSM) based on Version 3 of the IT Infrastructure Library (ITIL®). This is the entry level certification course for IT Service Management Best Practices. This is a summary course covering the latest overall refresh of core ITIL best practices presented from a lifecycle perspective. This course introduces the principles and core elements of IT service management (ITSM) based on the ITIL® v3.

ITIL® stands for IT Infrastructure Library and was initially developed by the Office of Government Commerce (OGC) as a framework for IT Service Management. The processes have now been adopted by many organisations worldwide and are recognised as the global standard for IT service management.

### **Audience:**

The target group of the ITIL ® Foundation are:

- IT managers, IT staff, IT Consultants, Service Providers and Process owners.
- Application, project and business managers directly involved in IT.
- Any member of an IT organization in delivery of IT services.

### **Learning Objectives:**

Upon completion of this course and examination, the learner will gain competencies in:

- Understand the terminologies, key principles and concepts of IT Service Management.
- Understand the main processes, relationships, benefits and challenges of ITIL ®

# FUTURE FRAMEWORKS



- Understand the Service Management processes and how they map to the Service Lifecycle.
- Understand the activities and roles involved with the Service Lifecycle.
- Understand the factors that affect the effectiveness of the Service Lifecycle.

## Prerequisites:

None, besides some experience in an IT organization.

## Course Student Material:

- Students receive a copy of the classroom presentation material, practice exam, case study.

## About the Examination:

This course prepares the participant for the official ITIL ® Foundation Exam. Participants who take the exam are prepared extensively through practice exams and instructor feedback. The exam is a 40 question multiple choice exam. Participants will receive the certificate after answering at least 26 questions correctly. The Exam will be conducted on the third day.

## Agenda :

### Day 1:

Introduction to ITIL and Best Practice, Service Lifecycles, Service Strategy (including the four main activities of strategy, Service Portfolio, Demand Management, Business Relationship Management and Financial Management). Service Design (including the Service Design package, Service Level Management and the 4Ps: People, Processes, Products, and Partners)

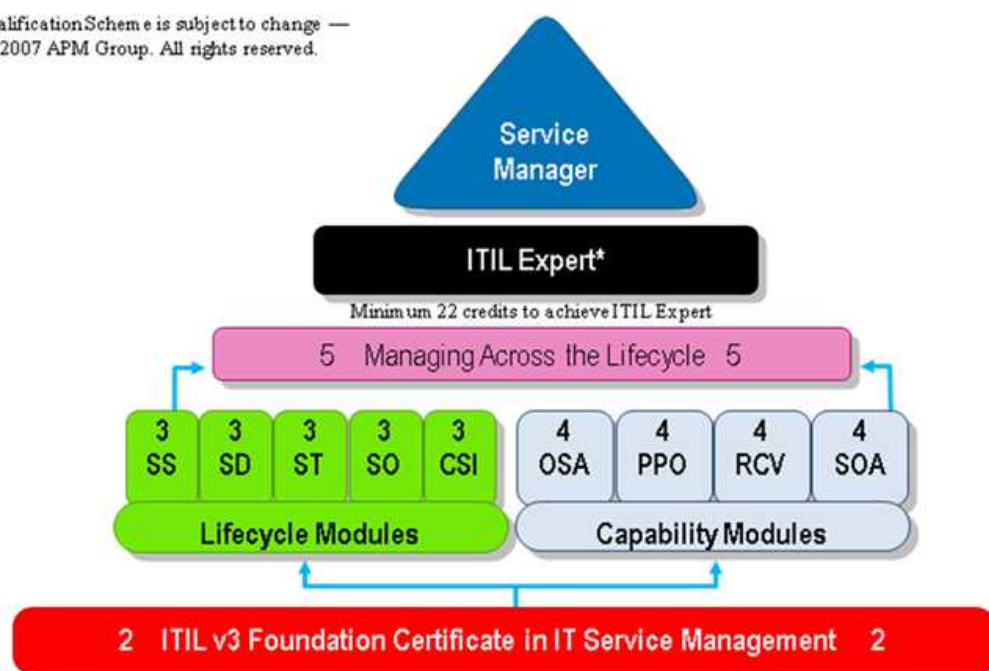
### Day 2:

Service Design processes, Service Transition, Service Operation (including Incident Management and the Service Desk). Continual Service Improvement (including 7-Step Improvement Process, Deming Cycle and the CSI Model). Sample exam and feedback session.

## Credits:

Upon successful passing of the ITIL® 2011 Foundation exam, the student will be recognized with 2 credits in the ITIL® qualification scheme.

The ITIL Qualification Scheme is subject to change —  
Copyright © 2007 APM Group. All rights reserved.



## Why Future Frameworks:

Future Frameworks is a global leader in Consulting and training solutions in the IT Management and IT Governance best practices domains. The Consultants of Future Frameworks are involved in major ITIL® and ISO/IEC 20000 Implementation projects across the globe.

ITIL® is a registered trademark of Cabinet Office

## Future Frameworks IT Services

155, UCO Bank Colony, 20<sup>th</sup> Main, 3<sup>rd</sup> Cross, BTM Layout, 1<sup>st</sup> Stage,  
Bangalore- 560068, INDIA.

Ph: +91-80-26783800 / 080-26684400

email: [info@futureframeworks.com](mailto:info@futureframeworks.com)

[www.futureframeworks.com](http://www.futureframeworks.com)