

## **ITIL Foundations Certification**

### **Course Description:**

This 3 day ITIL Foundation certification training program introduces the student to the fundamentals of IT Service Management as described in of the IT Infrastructure Library. Accredited by CSME, the course helps students prepare for the certification exam along with acquiring valuable insights from instructors who have actually managed IT operations and ITSM programs.

### **Who should attend:**

The ITIL Foundation Certificate is intended for all people working in the field of IT. The Foundation Certificate is a prerequisite for the Intermediate and Advanced ITIL courses.

### **Curriculum:**

#### **Day 1:**

Introduction

ITIL Concepts

Continuous Service Improvement

Service Operation

#### **Day 2:**

Review Day 1

Service Transition

Service Design

#### **Day 3:**

Review Day 2

Service Strategy

Open itSM Solutions

Review Program

Self-Study, Exam Prep

### **Reference Material:**

Each student receives a detailed course manual, handouts aligning the processes and lifecycle domains, sample exams, and a subscription to the ITIL Do-it-Yourself (DITY) whitepaper library and newsletters.

### **Prerequisites:**

None required. IT experience is strongly recommended.

### **Professional Development Units:**

You will earn 18 contact hours or PDUs upon completion of this course.

### **Upcoming Classes**

Sorry, there are no upcoming classes. Feel free to contact us if you're interested in us putting a class together.