ITIL Foundation

Learn about process improvements, benefits, and challenges of ITIL®, and get your ITIL Foundation certification.

In this exciting and dynamic course, you will get an introduction to the lifecycle of managing IT services to deliver to business expectations. Using an engaging case study, you'll learn the core disciplines of ITIL best practices.

ITIL covers five core disciplines:
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

These disciplines represent a service lifecycle framework that further enhances alignment to the business while demonstrating business value and ROI and enabling IT to solve specific operational needs.

This course includes handouts and references useful after the class, as well as practice sessions, quizzes, exam strategies, and test-taking tips. The one-hour ITIL Foundation exam will be offered on the last day of class.

What You'll Learn

- Key concepts of ITIL
- Important principles for improving IT operations
- Vital processes and functions
- Practical guidance for applying ITIL to everyday IT situations
- How to align with business, control costs, and improve IT service quality
- Strategies to balance IT resources

Who Needs to Attend

Anyone seeking ITIL Foundation certification and everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner. All IT professionals, IT project managers, IT managers, IT project or team members, coordinators, network operators, business process analysts, IT architects, consultants, systems integrators, help desk managers and staff, planners, managed service providers, outsourcers, application developers, and other

IT-related positions.

Prerequisites
Familiarity with IT terminology and IT-related work experience are recommended.

Career Benefits of ITIL

ITIL certification can enhance the competitive edge of IT managers, directors, business analysts, and consultants. ITIL certification shows prospective and current employers a strong level of commitment to personal success and demonstrates the drive to stay ahead of the competition in the IT field. By completing certification in an ITIL discipline, professionals gain a systemic and professionally valued approach to best practice methodology. The ITIL-certified professional can speak the same language as other ITIL professionals worldwide and will be able to network with a more elite group of professionals across a variety of IT disciplines.

Managers with ITIL knowledge and education can empower individual companies by accurately measuring IT service performance and effectively streamlining data management in ways that improve overall efficiency, response time, and communication within the company and with customers. As the data coming through IT channels continues to increase, so does the demand for highly-skilled IT professionals. ITIL certification provides an opportunity to keep ahead of that competition.