

ITIL® Foundation Certification Course

ITIL (Information Technology Infrastructure Library®) is the worldwide standard for managing IT services. Both public and private organizations around the world are using ITIL processes to improve efficiency and effectiveness in IT services. The ITIL Foundation Certification Course teaches the fundamentals of ITSM and ITIL and it prepares students for the challenge of the certification exam in order to achieve the Foundation Certificate in IT Service Management. The Foundation Certificate examination is included in this course. The course details the concepts, terms, definitions, objectives, benefits and relationships within the core IT Service Management processes and functions, according to the ITIL best practice framework.

Course attendees will:

- Gain an understanding of what is meant by IT Service Management.
- Learn ITIL Foundation processes, structure, relationships and benefits.
- Gain awareness of the range of activities involved across the service delivery and service support processes.
- Relate the ITIL activities to each other and to wider IT issues.
- Prepare to participate in service delivery/support functions.
- Apply the knowledge to their work environment.
- Write either the ISEB (Information Systems Examination Board) or EXIN (Netherlands IT Examination Institute) examination for the Foundation Certificate in IT Service Management.

Duration of Course:

- 3 days, including ITIL Foundation Certification exam

Intended Audience:

- IT Support Managers, Clients, Project Managers, Team Leaders; any staff involved in developing, implementing or supporting IT Services

Prerequisites:

- None



Delivery Method:

- Classroom style – utilizing standard materials, digital projector, flipchart and interactive discussions

Core Processes:

Service Support

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

Service Delivery

Availability Management
Capacity Management
IT Service Continuity Planning
Financial Management
Service Level Management
Security Management

For more information, please contact us:



www.paradigm-seb.com
www.seb-inc.com
headoffice@paradigm-seb.com

Regina Office
1200-1881 Scarth St
Regina, SK S4P 4K9
306-522-8588

HELPING CUSTOMERS SUCCEED

Winnipeg Office
700-177 Lombard Ave
Winnipeg, MB R3B 0W5
204-946-5800

ITIL® and Information Technology Infrastructure Library® are registered trade marks of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

