



The ITIL Foundation Certificate in IT Service Management

Overview

This course provides IT managers and practitioners with a practical understanding of the key concepts, principles, processes and functions that form the basis of IT service management provision, based on ITIL best practice guidelines. ITIL is a registered trademark of the office of government commerce (OGC).

Objectives

The ITIL best practice service lifecycle approach is widely employed by many of the UK's private and public sector organisations and has been adapted and scaled to meet their individual needs.

By the end of the workshop delegates will be able to:

- Understand how to successfully introduce an integrated IT service management framework based on the ITIL best practice service lifecycle approach
- Describe how an integrated IT service management framework based on ITIL best practice can be adopted and adapted within their organisation
- Register for and complete the ITIL foundation certificate in IT service management examination, fully accredited by ISEB and the Office of Government Commerce



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Who should attend?

This course is for IT managers and practitioners involved in the strategy, design, implementation and delivery of business IT services who require an insight into service management best practice.

Outline Content

- An introduction to service management and the ITIL service life cycle approach
- Key principles, models processes and functions of ITSM
- The objectives, business value, concepts, roles and interfaces of service portfolio management, service level management, incident management and change management
- Organisation structure, Key roles, Technology and Architecture

Duration

2 days + online examination

Atkins approach is different; by delivering the course over two days we make it easier to balance the demands of work, the cost to your business and your need for professional development.

When you book the course we will automatically schedule your examination for the day immediately following the course at a nearby test centre where you can complete the examination online and get the result there and then with no waiting. However, if you prefer to schedule the examination on a different date, we will not charge you for the examination allowing you the freedom to complete more revision and take the examination at a centre in a place that suits you best.

The foundation certificate in IT service management is a pre-requisite for all other IT based ITIL qualifications in service management and by taking an online examination you will receive your results immediately.

All Atkins consultants are experienced practitioners. Their objective is to share with delegates their commitment to best practice through the use of the ITIL service life cycle approach and all are accredited by ISEB to deliver ITIL courses.

For further information about the events we run, to book your place on this course or to discuss tailored events for your organisation please telephone:

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or email us at:
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Alternatively view our course descriptions and book on-line at www.atkinglobal.com/accl

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