





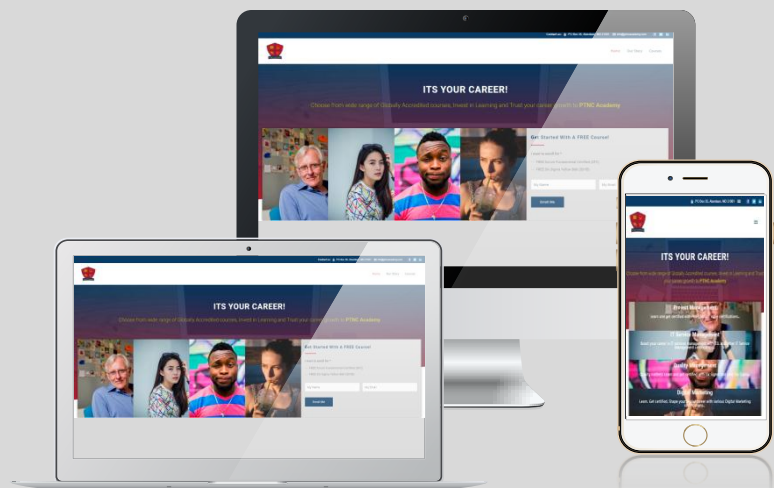


# Boost Your Career With ITIL® Foundation



Course designed to help you learn, transform performance and always stay in the forefront of trends in a continually evolving business world!

-  High quality Content
-  Study Guides
-  Learning Videos
-  Practice Tests
-  Learning Support
-  Learn on any device





## Overview

ITIL® certifications are recognized internationally across industries and companies, regardless of the size of the organization. This course provides delegates with comprehensive training to prepare them for the ITIL® Foundation examination (based on “The ITIL® Foundation Certificate in IT Service Management Syllabus,” latest edition).

ITIL® kind of becoming the norm in IT services organizations, with ITIL® Foundation certification

individuals will;

- Have the ability to be part of delivering or managing IT Services.
- Preferred by IT Service provider organizations for being able to contribute to organization.
- Be able to add value to the organization because of the understanding of specific processes.
- Enhance the competitive edge providing opportunity to stay ahead.



## Certification

Applicants will be awarded the ITIL® Foundation credential upon passing the ITIL® Foundation examination, which is a 1 hour exam with multiple-choice questions governed by APMG, AXELOS and PEOPLECERT etc. The certification exam fee is not included in the course fee and the students need to schedule their exam with any of the governing bodies.



## Who should attend?

The target groups of the ITIL® Foundation Certificate are:

- Individuals who require a basic understanding of the refreshed ITIL® framework and how it may be used to enhance the quality of IT service management within an organisation.
- IT professionals that are working within an organisation that has adopted and adapted ITIL®, who need to be informed about and thereafter contribute to, an on going service improvement program.



## Prerequisite

Although no prior IT experience is required to apply for the certification exam, it is recommended that delegates have some experience working in an ITSM environment or service desk and have a basic understanding of ITSM issues. Even an aspirant ITSM professional can take this course.



## Expected Learning Outcomes

Students will learn how to:

- Explain the context of IT Service Management
- Plan improvements
- Execute improvement plans and strategy
- Demonstrate the use of various ITIL techniques and processes
- Define a new service and its use throughout the Service Lifecycle
- Design services management processes, matrices and organizational governance
- Understand the value of communication, documentation and automation
- Understand the examination guidelines



## Syllabus

### Introduction

- Introduction/Housekeeping
- Introduction to key ITIL concepts
- IT as a Service
- Introduction to processes and process management
- The Service Lifecycle approach

### Service Design

- Purpose, goal, objectives and scope
- Service Design processes
- The 4 P's
- Service Design aspects
- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Service Portfolio
- Information Security Management
- Supplier management

### Service Transition

- Purpose, goal, objectives and scope
- Service Transition value to the business
- Technology and architecture in Service Transition
- Service Transition Processes
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Knowledge Management

### Service Strategy

- Purpose, goal, objectives and scope
- Value Creation through Services
- Assets – Resources and Capabilities
- Service Strategy – Main activities
- Service Strategy processes
- Service Portfolio Management
- Demand Management
- Financial Management

## Service Operations

- Purpose, goal, objectives and scope
- Service Operation definitions
- The Service Desk
- Technical Management
- Application Management
- IT Operations Management
- Service Operations processes
- Event Management
- Request Fulfilment
- Problem Management
- Access Management

## Continual Service Improvement

- Purpose, goal, objectives and scope
- Models and Processes
- The Deming Cycle
- Measurement and metrics
- The Seven-Step Improvement Process
- Continual Service Improvement activities
- Risk Management
- Continual Service Improvement interfaces
- Interface with Service Level Management

## Case Studies and Practice Test

# About PTNC Academy

PTNC Academy, designed to deliver globally accredited certification courses to help people transform performance and always stay in the forefront of trends in a continually evolving business world! To do so, we are partnered with leading content providers and making courses available in all formats to suit the learning need of every student.

MAKE SMATER AND BETTER INVESTMENT ”

## People Development

### COURSES PORTFOLIO

#### PROJECT MANAGEMENT

- PMP
- Scrum Developer Certified (SDC)
- Scrum Master Certified (SMC)
- Scrum Product Owner Certified (SPOC)
- Agile Master Certified (SAMC)

#### DIGITAL MARKETING

- Affiliate Marketing Professional
- Email Marketing Professional
- Search Engine Optimization Professional
- Social Media Marketing Professional
- Certified Search Marketing Professional

#### QUALITY MANAGEMENT

- Six Sigma Green Belt (SSGB)
- Six Sigma Black Belt (SSBB)
- Lean Six Sigma Green Belt (LSSGB)
- Lean Six Sigma Black Belt (LSSBB)

#### IT SERVICE MANAGEMENT

- ITIL Foundation
- ITIL Intermediate – SO
- ITIL Intermediate - CSO
- COBIT v5



*Trust your educational growth to*  
**PTNC Academy**

[info@ptncacademy.com](mailto:info@ptncacademy.com)