

ITIL® V3 Foundation



ITIL® Foundation

The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT Service Management in the world. ITIL® is a Best Practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM). This Foundation e-learning is designed to enable delegates to understand the disciplines and processes that help service management staff to deliver and support quality products and services. You will gain knowledge of the internationally recognised Best Practice terminology, structure, basic concepts and the core principles of ITIL® practices for Service Management to fully prepare you for the ITIL® Foundation examination.

Benefits

- You will gain knowledge of the internationally recognised Best Practice terminology, structure, basic concepts and the core principles of ITIL® practices for Service Management
- Upon completion of the course you will understand the disciplines and processes

that help service management staff to deliver and support quality products and services

- The e-learning provides increased control and visibility of progress and achievement
- An exam simulator which results in exceptional pass rates

The FOUNDATION LEVEL

The Foundation Level is the entry level qualification which offers candidates a general awareness of the key elements, concepts and terminology used in the ITIL Service Lifecycle, including the linkages between Lifecycle stages, the processes used and their contribution to Service Management practices.

Target Audience

Anyone who requires a basic understanding of the 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 ongoing service improvement programme. It will also benefit:

- IT Service Providers
- IT Directors and Managers
- CIO's
- Business Managers

- Service Management Consultants and Contractors
- Business Process Owner.

Why e-learning

Technological improvements and advances in educational design mean that e-learning is no longer just a low cost alternative to traditional training methods. In many respects our courseware offers training which is superior to the majority of available "classroom" options. Not only is the effectiveness of the training process enhanced, but also the convenience and overall cost efficiency of e-learning makes it a compelling option for training. Training can be targeted at specific individual requirements and staff learn exactly what they need, any time, any place. Staff also learn at their own pace and can repeat each section as many times as they need during the course and as a refresher.

What's included?

- The ITIL® Foundation e-learning
- Randomised ITIL® Foundation exam simulator
- ITIL® process model
- ITIL® handbook
- Full tutor support via email while you study