

Information Technology Infrastructure Library (ITIL) - Foundation

Introduction

ITIL is a set of books containing best practices in IT Service Management. ITIL describes all the processes that should be implemented in an IT Services organization and was commissioned by the UK government in the late 1980's. Since then it has been further developed and it has become a de facto standard in the IT Service industry worldwide.

Service Management is about the implementation of the 'ITIL' processes and tailoring the processes to match the specific organization's characteristics. Many IT organizations have benefited from ITIL:

- Improvement of IT service levels to their customers;
- Internal processes have become more efficient and effective;
- Cost savings by preventing failures and by solving incidents quickly;
- Increase of performance and availability of the IT services;
- ITIL has proven to be an excellent foundation for future quality certification, such as ISO9001 and BS15000.

ITIL Foundations Training

In the ITIL Foundations training the students learn the basic principles of ITIL and all Service Management processes. The ITIL Foundations training is a non-technical training. The target groups are IT Managers and IT staff who want to learn how processes in an IT organization should run or can be improved.

The ITIL Foundations training can be given in 3 days. In the 3-day course a business simulation is integrated in the training. This is a fun and very effective learning experience. The students see and feel the key ITIL processes in action. The training prepares the students for the EXIN ITIL Foundation examination. There are no mandatory prerequisites, although experience in the IT field is recommended.

Who Should Attend

The ITIL course is appropriate for all IT staff, but more specifically people in the following roles should attend:

- CIO
- IT Manager
- IT Line Manager
- Process stakeholders
- Service Delivery Managers

Return Of Investment

Why should organizations invest in an ITIL Training program?

For many IT organizations it is never a question of 'why invest in technology?'. Delivering IT services to the customers, however, is not just dependent on new technology. People have to work with technology and processes must be enabled for the company to use IT efficiently and effectively. ITIL was developed specifically as a framework for IT Service Management processes. It is essential that all IT staff are equipped with the knowledge and understanding of these fundamental processes. Therefore, IT consulting companies cannot afford to be uninformed of IT Service Management given the many financial, efficiency and effective benefits. On an individual level, it is a good investment for IT staff, managers and consultants to become ITIL certified at the appropriate level. An increasing trend in IT recruitment is for ITIL certification. In certain countries, for example the United Kingdom, ITIL certification is a requirement for all IT employees in the government sector.

Trainer

Ms Joanne Foong has more than 10 years of extensive experience in customer service, technical training and solution consulting, specializing in Unix system infrastructure, enterprise data management and data center operation. Joanne has worked with MNCs like HP and Sun Microsystems and has also delivered ITIL training to many organizations across the Asia Pacific region.

Date: 27-29 Feb 2008

Time : 9.00am-5.00pm daily.

Venue: Symantec Education Center

6 Temasek Boulevard #11-01, Suntec Tower 4, Singapore 038986

Course Outline

The outline of the complete training (three days, including Business Simulation) is as follows:

Day 1	Day 2	Day 3
<ul style="list-style-type: none">• Opening and Introduction• IT organizations and ITIL• Configuration Management• Service Desk• Incident Management• Business Simulation Round1	<ul style="list-style-type: none">• Problem Management• Business Simulation Round2• Change Management• Release Management• Business Simulation Round3• Capacity Management	<ul style="list-style-type: none">• Availability Management• Security Management• Continuity Management• Financial Management• Service Level Management• Exam preparation• Individual Exam

Certification

This ITIL course is tailored to meet the requirements of the ITIL Foundation Certification qualification offered by the International ITIL Examination Institute EXIN. This is a widely-recognized industry qualification.

Course & Certification Fee

\$1500 (\$1605 including GST) per participant.