

"The class was presented in a logical manner. Things were repeated enough to help you remember and put it all together."

— Chip McAfee, FEMA

"This training helped me get a better understanding of ITIL."

— Colleen Robbins, SAIC

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Course Overview

This EXIN[®]-accredited course outlines the ITIL[®] best practices framework and prepares the participant for the ITIL Foundation certification exam, a prerequisite for all other ITIL certifications. This course provides an understanding of the service lifecycle and processes as well as the best and common practices for IT service management.

Whether adopting ITIL or embarking on continuous service improvement, participants will gain a fundamental understanding of how IT service, support, and delivery can be best organized to align IT with business needs, improve service quality, and reduce long-term costs.

What You Will Learn

- ▶ Service Strategy — Clarification and prioritization of service provider investments
- ▶ Service Design — Transform business requirements into strategic solutions
- ▶ Service Transition — Manage change, risk, and quality assurance
- ▶ Service Operation — Establish day-to-day business operations and manage customer expectations
- ▶ Continual Service Improvement — Align quality IT services with changing business needs

Who Should Attend

- IT professionals who want a foundational understanding of the service lifecycle and processes and are interested in IT service management
- IT staff who are actively involved in providing and supporting IT services or who have an interest in IT service management best practices
- Individuals who are preparing for the ITIL Foundation certification exam

Course Prices



Public Classroom Training: Interactive three-day course among peers.
Member Price: \$1,395 / Price: \$1,495



Onsite Training: A three-day course conducted at your company's site.
Call 800.248.5667 for pricing.

Certification

The certification exam is included with the purchase of public classroom training or onsite training.

Register

Call: 800.248.5667 **Visit:** www.ThinkHDI.com/ITIL

Course Outline

ITIL Foundation

Unit 1: Introduction to Service Management

- ▶ IT Service Management
- ▶ Processes and Functions
- ▶ Governance, Frameworks, and Standards
- ▶ The History of ITIL
- ▶ ITIL Lifecycle Elements
- ▶ IT Service Management Roles and Responsibilities
- ▶ Case Study #1

Unit 2: Service Strategy

- ▶ Service Strategy Lifecycle Stage
- ▶ Value Creation
- ▶ Service Portfolio Management
- ▶ Financial Management
- ▶ Demand Management
- ▶ Business Relationship Management
- ▶ Case Study #2

Unit 3: Service Design

- ▶ Service Design Lifecycle Stage
- ▶ The Five Aspects of Service Design
- ▶ Design Coordination
- ▶ Service Catalog Management
- ▶ Service Level Management
- ▶ Availability Management
- ▶ Capacity Management
- ▶ IT Service Continuity Management
- ▶ Information Security Management
- ▶ Supplier Management
- ▶ Case Study #3

Unit 4: Service Transition

- ▶ Service Transition Lifecycle Stage
- ▶ Transition Planning and Support
- ▶ Change Management
- ▶ Service Asset and Configuration Management
- ▶ Release and Deployment Management
- ▶ Knowledge Management
- ▶ Case Study #4

Unit 5: Service Operation

- ▶ Service Operation Lifecycle Stage
- ▶ Event Management
- ▶ Request Fulfillment
- ▶ Incident Management
- ▶ Problem Management
- ▶ Access Management
- ▶ Service Operation Functions
- ▶ Case Study #5

Unit 6: Continual Service Improvement

- ▶ Continual Service Improvement Lifecycle Stage
- ▶ The Seven-Step Improvement Process
- ▶ Metrics and Measurement
- ▶ Technology and Architecture
- ▶ Case Study #6

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