

HDI curriculum addresses the needs of support professionals throughout their careers and the various maturity levels of their support operations. It presents the business processes and soft skills required to increase productivity, profitability, and improve customer satisfaction.

Unit 1: ITIL Overview

- ▶ Process Management

Unit 2: Service Support

- ▶ The Service Desk
- ▶ Incident Management
- ▶ Problem Management
- ▶ Configuration Management
- ▶ Change Management
- ▶ Release Management

Unit 3: Service Delivery

- ▶ Service Level Management
- ▶ IT Service Continuity Management
- ▶ Financial Management for IT Services
- ▶ Capacity Management
- ▶ Availability Management

Unit 4: Security Management

"The instruction was in user-friendly terms, making the material easy to understand and apply."

— Anthony Starcevich, Ryerson Tull, Inc.



This course content developed in partnership with B-Wyze.

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Course Overview

This EXIN®-accredited course outlines the ITIL best-practices framework and prepares the participant for the ITIL v2 Foundation certification exam, a prerequisite for all other ITIL v2 certifications. This course focuses on the service support and service delivery processes of ITIL v2, as well as the best and common practices for IT Service Management. Participants will gain a fundamental understanding of how IT service and support can be aligned with business needs to improve quality of service and reduce long-term costs.

What You Will Learn

- ▶ The ITIL framework and its relationship with the ten foundational processes and service desk function
- ▶ The ITIL processes in any size organization
- ▶ How to align IT services with the current and future needs of the business or customer
- ▶ Ways to improve the quality of IT service
- ▶ How to reduce the long-term costs of IT service provisions
- ▶ Tactic to promote a common vision and language within the IT infrastructure

Free ITIL v2 LITE® Course!

All participants in the ITIL v2 Foundation course will also receive one registration for ITIL v2 Lite®, a one-hour online introduction and review of ITIL v2.

Who Should Attend

- IT professionals who want a foundational understanding of the service processes
- IT staff who are actively involved in the provision and support of IT services or who have an interest in IT service management best practices
- Individuals who are preparing for the ITIL v2 Foundation certification Certification

Course Prices

Classroom: Interactive three-day course among peers. Includes certification exam.

HDI Member Price: \$1,195 per person / Price: \$1,295 per person

Online, Self-Paced: 14-18 hours of interactive, self-paced learning. The certification exam is not included with online training. Individuals taking online course may purchase the certification exam from Pearson-Vue separately

HDI Member Price: \$325 per person / Price: \$350 per person

On-Site: A three-day course conducted at your company's site.

Call 800.248.5667 for pricing.

Certification

A one-hour proctored ITIL® Foundation certification exam will be given on the last day of instructor-led courses.

Register

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