

Foundation Certificate In IT Service Management

Course Objectives

This is a three-day introductory-level certification course designed to expose participants to the 11 key processes/components of Information Technology Infrastructure Library (ITIL®) Service Delivery and Service Support framework. It introduces and explains the descriptive elements: concepts, objectives, terminology, benefits, inter-process relationships across the framework, and the key management information outputs and critical success factors for each process component of ITIL®. A key deliverable is the preparation of participant to successfully undertake the ISEB/EXIN certification exam.

Course Outline

The Information Technology Infrastructure Library (ITIL®) Framework outlines the industry de facto collection of best practices, principles, and models for IT Service Management on which the BS15000 Standard & Code of Practice is based. It provides comprehensive descriptive guidance for achieving world-class IT Service Management design, reliability, availability, security, recoverability, supportability, and manageability for IT Service Solutions and Computer Operations, irrespective of specific vendor's products, solutions, technologies and systems management tools in use. You will gain an understanding of the organizing principles required to improve the efficiency and effectiveness of your IT infrastructure operations.

Upon completing this course, participants will:

- Gain a sound understanding of the Information Technology Infrastructure Library (ITIL®) processes which are essential to the Support and Delivery of quality IT Services.
- Gain knowledge of the philosophy of ITIL® and understand how the ITIL® processes relate to each other and to wider IT and business issues.
- Gain the confidence required to successfully pass the examination for the ITIL® Foundation Certificate In IT Service Management.
- Understand 12 core process/function components for ITSM specified in the BS15000 Standard:
 - ITIL® Service Desk (Function)
 - Incident Management
 - Problem Management
 - Configuration Management
 - Change Management
 - Release Management
 - Service Level Management
 - IT Financial Management
 - Capacity Management
 - Availability Management
 - IT Service Continuity Management
 - Security Management (Function)



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Who Should Attend

The primary audience for this course is an IT professional working in the field of IT Service Management and responsible for taking part in the planning and implementation of IT Service operations processes.

While there are no specific prerequisites for this course, participants are highly encouraged to have at least one year of actual working experience in an enterprise IT computing division. The Foundation Certificate is a prerequisite for the ISEB/EXIN Practitioner's and Manager's Certificate in IT Service Management, and is also a requirement before admission to any other related IT Service Management educational workshops or courses we offer.

Training Details

Duration	3 Days
Time	9.00 am to 6.00 pm
Fee	S\$1926.00 per participant <i>(Inclusive of GST and Exam Fee)</i>

Enquiries

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