

## **ITIL Foundation Course**

### **Course Introduction –**

The ITIL Foundation Course provides you with an experienced ITIL Certified Trainer to guide you through the course and enable an in-depth understanding of the ITIL concepts through scheduled chats, conference calls and e-mail support.

The ITIL Foundation Course is an EXIN accredited course comprising of an integrated case study learning approach and rich dynamic content in an interactive multimedia presentation. The 16 hour long modularized course introduces you to the concepts of IT Service Management (ITSM) and how to apply the industry standard IT Infrastructure Library (ITIL) Service Support and Service Delivery principles within an IT services driven organization.

### **Course Description –**

The ITIL Foundation course provides an experienced ITIL trainer guides you through the course material and prepares you for the certification exam. The course also offers flexible course tracks that let you learn at your own pace and an integrated case study to enable thorough understanding and retention.

The course is developed in compliance with all the prerequisite training and exam specifications laid down by EXIN and leads you to ITIL Foundation EXIN Certification.

### **Audience -**

IT Support Staff, IT Consultants, Key Business Users, IT Developers.

### **Learning Objectives -**

At the end of this course, you will be able to:

- Identify the various ITIL processes that can be implemented in an organization.
- Identify the benefits of implementing each ITIL process in an organization.
- Identify the basic concepts related to each ITIL process.
- Identify the activities and roles involved in each process.
- Identify the relationship of each ITIL process with other processes.
- Identify the factors that affect the effectiveness of each ITIL process.

### **Course Organization Logistics -**

- 6 to 16 participants

**Course/Student Material –**

- ITIL Foundation Student Material Package.
- Copy of visual aids used in the classroom.