

## ITIL® V2 Foundation 3-Day Course with Certification Exam

### Overview

- The ITIL® Foundation Course introduces participants to the principles and core elements of the process-oriented approach to IT Service Management according to the ITIL® framework of best practices.
- This three-day (20 hours total) course prepares participants for the EXIN ITIL® Foundation exam. The 10 ITIL® processes and one function are described, as well as their goals, objectives, benefits, roadblocks, and interdependencies.
- Course material is taught in more depth, with opportunity for applying ITIL® concepts to the organization's current IT challenges.
- The three-day course provides guided classroom exercises where students apply their knowledge and maximize retention.
- The ITIL V2 Foundation Exam is proctored in class at the end of Day Three.

### Objectives

- Understand the main processes of ITIL®'s *Service Support* and *Service Delivery* books, as well as their relationships, benefits and challenges.
- Understand how these processes contribute to making an IT organization manageable.
- Learn the most important ITIL® definitions.
- Gain access to a standardized vocabulary.
- Prepare for the EXIN ITIL® Foundation examination.

### Target Audience

- IT Managers, IT staff and process owners
- Application, project and business managers directly involved in IT
- Any member of IT organizations looking for process improvements

### Prerequisites

There are no mandatory prerequisites, although experience in an IT environment is highly recommended.

### Course Overview

- Introduction to IT Service Management
- Brief history of ITIL® / certification paths
- What is a process? How do we measure quality?
- Introducing the *Service Support* book
  - Service Desk
  - Incident Management
  - Problem Management
  - Configuration Management
  - Change Management
  - Release Management:
- Recap of *Service Support* (from incident registration to implemented change)
- Introducing the *Service Delivery* book
  - Service Level Management
  - Capacity Management
  - Availability Management
  - Security Management
  - IT Service Continuity Management
  - Financial Management for IT Services
  - Recap of Service Level Management, to tie it all together
- Exam Preparation
  - Sample exams and review
  - Test taking strategies
  - Where to find additional resources
- **Exam:** Students take the ITIL V2 Foundation Exam in class, proctored by Knapp I.T., Inc. as accredited by EXIN USA



**Knapp I.T., Inc.** is a leading IT Service Management training and consultancy firm based in Wilmington, Delaware. Clients include Dell, HP, the Federal Reserve Bank, EMC, RIM, SAIC, WSFS Bank, Lancaster General Hospital, Nortel, and the USDA. Owned and operated by certified ITIL® Expert Jill Knapp, her students enjoy a 99.6% pass rate. Knapp I.T., Inc. is a Woman-owned Small Business, and a proud Sponsor of the Arts.