



## ITIL® V2 Foundation 2-Day Course (Without Exam Prep)

### 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.

In this two-day (14 hours total) course, the 10 ITIL® processes and one function of the *Service Support* and *Service Delivery* volumes are described, as well as their goals, objectives, benefits, roadblocks and interdependencies. Material is taught at an accelerated pace, while still providing time for discussion, short exercises and in some cases, an in-class sample examination. A take-home sample examination with a detailed answer key is always provided.

### Objectives

- Learn the basics of IT Service Management
- 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
- Upon completion, students will be prepared to take the EXIN ITIL® Foundation exam on their own, at a Thompson Prometric or Pearson-VUE testing center of their choice.

### 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 Outline

- Introduction to IT Service Management
- Brief history of ITIL® / certification paths
- What is a process? How do we measure quality?
- What are IT Services?
- Introducing the *Service Support* book
  - Configuration Management
  - Service Desk
  - Incident Management
  - Problem 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 & Security Management
  - IT Service Continuity Management
  - Financial Management for IT Services
  - Recap of Service Level Management, to tie it all together
- Sample Exam (to gauge retention)
  - Sample exam review
  - Where to find additional resources

**Knapp I.T., Inc. also offers this class in an in-depth three-day version, as well as an ITIL V3 Foundation, a V2→ V3 Foundation Bridge, and ITIL Practitioner-level classes. Learn more at <http://www.knapp-it.com>.**

**Did you know that Knapp I.T.'s ITIL V2 students have a 99% pass rate?  
The worldwide average is only 89%.  
Train with Knapp I.T., Inc. – Your certification depends on it.**