

## ELMI CERTIFICATE: ITIL® Foundation Course

ELMI College is a fully accredited affiliate of Fox IT Service Management South Africa

Duration:	2.5 Days	Class Capacity	8-24 Students
Lectures:	Weekdays		

### WHAT IS ITIL®?

ITIL® (Information Technology Infrastructure Library) is a set of detailed practices for IT Service Management (ITSM) that focuses on aligning IT services with the needs of business. This globally recognised Framework is used by various organisations to assist with the management of the company's IT needs.

### IS THIS FOR ME?

IT Service Management is integral to every business and ITIL® will assist managers, business staff and end users with the required knowledge to build relationships with their IT service providers.

Through a combination of presentations, exercises and discussions, this two-and-a-half-day classroom based, instructor led training will cover key principals and concepts of ITIL®, preparing you for the examination on the final day.

### WHAT CERTIFICATION DO I GET?

On successful completion of your exam, you will receive an ELMI Certificate of attendance as well as a digital ITIL® Practitioner Certificate.

### WHAT WILL I LEARN?

<b>Service Management as a Practice</b>	<ul style="list-style-type: none"> <li>Understanding the concept of a best practice</li> <li>The concept of Service Management</li> </ul>
<b>The Service Lifecycle</b>	<ul style="list-style-type: none"> <li>Understand the Service Lifecycle and key concepts</li> <li>Understanding the business value of the Service Lifecycle stages</li> <li>Understanding key terminology and key concepts of Service Management</li> </ul>
<b>Service Strategy</b>	<ul style="list-style-type: none"> <li>Determining what services to offer and to whom</li> <li>Understanding the main goals and objectives of Service Strategy</li> <li>Basic overview of value creation through services</li> </ul>
<b>Service Design</b>	<ul style="list-style-type: none"> <li>Understand the importance of people, processes, products and partners within the organisation</li> <li>Understanding service design processes including service level management, availability management, information security and capacity management</li> <li>Understanding the different supplier sourcing approaches</li> </ul>
<b>Service Transition</b>	<ul style="list-style-type: none"> <li>Service asset and configuration management</li> <li>Overview of the service Transition Processes</li> <li>Implementing your services within a live environment</li> </ul>
<b>Service Operation</b>	<ul style="list-style-type: none"> <li>Quality of service versus cost of service</li> <li>Event, Incident and Problem management</li> <li>Service Desk functions</li> </ul>
<b>Continual Service Improvement</b>	<ul style="list-style-type: none"> <li>Objectives of Continual Service Improvement (CSI)</li> <li>The Continual service improvement process</li> </ul>
<b>Technology and Architecture</b>	<ul style="list-style-type: none"> <li>Competence and skills required for Service Managing</li> <li>How Service automation assists with integrated processes</li> </ul>

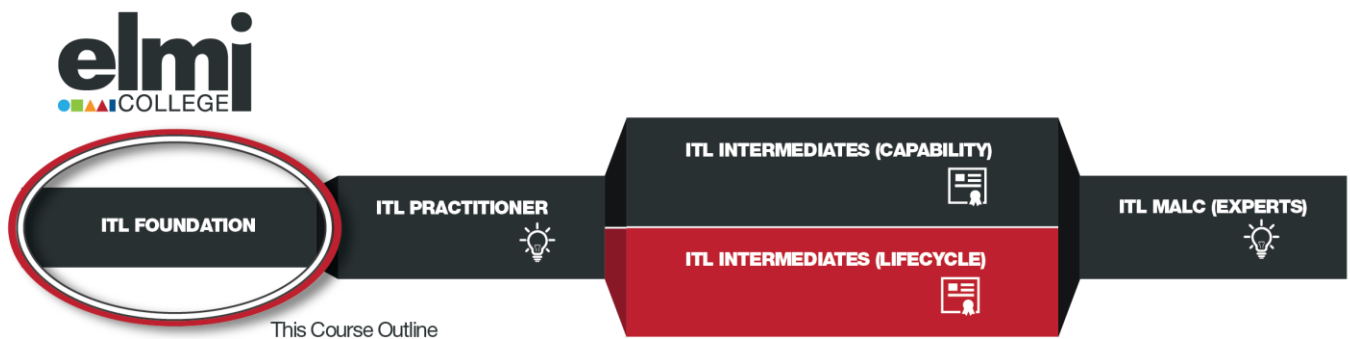
### HOW WILL I BE ASSESSED?

- 1 hour exam
- 40 multiple choice questions
- Closed book
- Pass mark of 65%

## WHO SHOULD ATTEND?

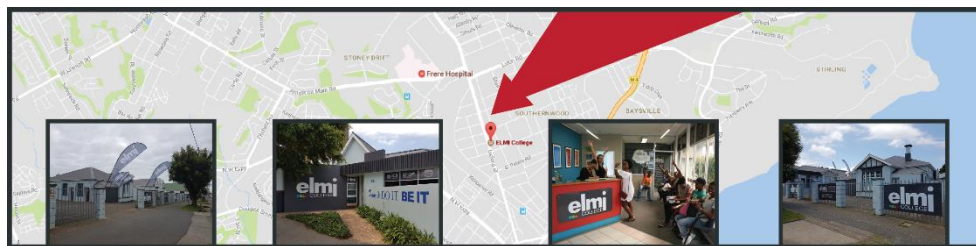
- IT Managers
- IT Support Staff and service providers
- IT Consultants
- Business Managers

## WHAT ARE MY OPTIONS IF I WANT TO STUDY FURTHER AFTER THIS COURSE?



## WHERE WILL THE CLASSES BE HELD?

The course will be run at our East London Campus at 231 Upper Oxford Street, Southernwood. Off-street parking is available.



## WHAT'S INCLUDED IN MY EXAM AND COURSE FEE COMBO?

- Classroom lectures and personal mentorship
- Tuition material and textbooks
- Sample examination paper
- ELMI Registration fee
- ELMI Kit Bag
- Refreshments provided during training

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*Accredited online (CLOUD-Trainer) ITIL® training is provided by IT Training Zone Ltd, accredited by the APMG Examination Institute.*

## DISCLAIMER

*The contents of this information sheet are subject to change without notice due to legislation, market requirements or any other reason. ELMI reserves the right to change the programme subject matter without notice. This information sheet forms part of your enrolment contract.*