



HEROTEC
NETWORK PROFESSIONAL TRAINING

IT infrastructure Library

Related Certificate Course ID	ITIL Foundation
Related Exams	ITIL v3
Audience	IT management, IT network & System administrators, IT team leaders, IT consultants, business managers, Business process owners, IT Developers, Project managers
Duration	3 Days

ITIL Foundation Level:

It is the basic course that gives an introduction of how the practices are used. Trainees learn about Information Technology Infrastructure Library, its design, structure, values and uses. Upon successful passing of the ITIL Foundation exam, the trainee will be recognized with 2 credits in the ITIL qualification scheme.

Structure of the course

The Course is divided in total of nine logical modules to cover the syllabus for ITIL® 2011 course, as prescribed by the Examiner. The modules have been arranged in a logical sequence to ensure continuity and consistency of the covered topics.

Module 1: Service Management as Practice

Module 2: Service Lifecycle

Module 3: Service Strategy

Module 4: Service Design

Module 5: Service Transition

Module 6: Service Operations

Module 7: CSI

Module 8: Roles, Competency & Training

Module 9: Technology & Architecture

Herotec is Accredited Organization through APMG International, provides training on all aspects of the ITIL curriculum .

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Timetable

Day 1
Welcome and Introduction to ITIL Foundation Session
ITIL Introduction - Why ITIL 2007 Needed to Change in 2011
IT Service Management as Practice
Service, Service Management, Stakeholders
Process, Process Model & Functions
ITIL Service Lifecycle
Purpose, Objectives & Business Value of Five stages of the lifecycle
ITIL Service Strategy - Concepts & Definitions
Types of Service, Customer-User, PBA, Utility & Warranty, Assets
Service Catalogue, Governance, Business Case and Risk Management
ITIL Service Strategy - Principles & Processes
Value Creation, Components & Customer perception
Portfolio Management Process
Financial Management Process for IT Services
Business Relationship Management Process
Day 2
Recap Day-1 Discussion
Service Design - Concepts, Principles & Methods
SDP, Four P & Five aspects of SD
Service Design - Processes
Service Level Management
Service Catalogue Management
Availability Management
Information Security Management

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Supplier Management
Capacity Management
ITSCM
Design Coordination
Service Transition - Concepts, Principles & Methods
CMS, DML, SKMS, CI, Change Proposals & Release Policy
Service Transition - Processes
Change Management Process
Release & Deployment Management Process
Knowledge Management Process
Asset & Configuration Management Process
Transition Planning & Support
Day 3
Recap Day-2 Discussion
Service Operations - Concepts, Principles & Methods
Event, Incident, Alert, Problem & Request - Priority, Workaround, Role of communications
Service Operations Processes
Incident Management Problem Management
Event Management
Access Management & Request Fulfillment
Functions
Service Desk, Technical Management, IT Operations Management & Applications Management
CSI - Concepts, Principles, Methods & Process
Deming cycle, CSF-KPI, CSI Approach & Register and Seven step Improvement process
Roles, Competence & Skill - Technology & Architecture
Roles, RACI, Skills Framework & Training
Technology & Architecture

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