

ITIL V2 Foundation course – (ITILF)

Introduction

The Information Technology Infrastructure Library (ITIL) methodology is owned by the Office of Government Commerce in the U.K. and is recognized as the de-facto standard in IT Service Management around the world. ITIL is the foundation framework necessary to underpin IT Service Management within IT organizations.

The objective of this course is to describe the processes, functions, roles and responsibilities of those providing IT Service Management or those wishing to gain an understanding of how ITIL "best practices" benefits IT Service Management.

You will learn how each of the IT Service Management processes interlock with one another, various concepts, terms and objectives of each process using the ITIL methodology.

This course is based on the Service Delivery and Service Support books of ITIL. Upon completion of this course an examination will be given that leads to the Foundation Certificate in IT Service Management. It is the prerequisite certificate required prior to obtaining the Practitioner or Service Manager Certificates.

The exam is scheduled for the third day of the three day course but can be taken at a later date.

Cost: The ITSM Essentials (Foundation) Course cost is \$2188. Singapore dollars per participant. The cost includes the globally recognized EXIN exam fee.

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In-House Venue: We provide corporate discounts for in-house training at your premises.

Public venue: Four/five star Hotels (e.g. The Grand Hyatt and Carlton Hotel - Singapore)

Public Course Includes:

- 1) Training manual
- 2) ITIL Glossary and acronyms
- 3) Two mock exams
- 4) ITIL Exam fee (for public classes)
- 5) Lunch at Hotel venue (public courses only)

Class Participants include:

- Anyone wishing to know more about ITIL "best practices"
- Anyone working in an IT environment
- Anyone wanting to pursue Practitioner and or Service Manager Certification (please note the number of attendees is six to sixteen)

Benefits:

- 1) Retain customers and improve customer satisfaction by implementing proven IT "best practice" methodologies.
- 2) Reduce costs by evaluating and improving your existing infrastructure processes and by maximizing the usage of existing tools
- 3) Instill an IT Service Management global standard within your organization and achieve the ISO20000 certification for IT Service Management
- 4) Having a common language in the work place
- 5) To educate each IT department of not only their process according to ITIL, but also to educate them about their colleagues processes.

Prerequisites:

None. It is beneficial though to have one year of IT experience. This course however is a prerequisite to taking the ITIL Practitioner and Service Manager courses

Course Curriculum and Syllabus

The Foundation course, also known as the ITIL IT Service Management (ITSM) Essentials course consists of three books, Service Delivery, Service Support and Security Management.

There are 11 IT disciplines covered in the ITIL Foundation course plus Security Management outlined below.

Service Support Content

Service Desk – is considered to be a function and not a process. It under-lines the fundamental requirements a Service desk needs to implement as a "best practice" Single point of contact (SPOC). It also covers phone etiquette, staff issues, the escalation process, metrics, SLA's, Management reports and more.

The Service Desk section covers the relationships between other processes within the IT organization such as Problem Management and Incident Management. Many Managers of a Service Desk participate in taking the Service Desk practitioner course.

Incident Management – The goal is to restore normal service operation as quickly as possible. It covers Application, Hardware, and Service requests. The activities are Detection and recording of incidents, classification of incident and initial support, prioritization by impact, investigation and diagnosis to restore or work around, closure of the incident.

The relationship with Problem and Change Management is identified. We explain the responsibilities throughout the Incident life-cycle, identify the benefits for IT as in improved monitoring of SLA's, elimination of lost incidents, accurate information and better staff utilization.

Configuration Management - The objective of Configuration Management is to provide a logical model to the infrastructure or a service by identifying, controlling, maintaining and verifying the versions of configuration Items (CI) in existence. This section covers the Configuration Management Database and what information should be stored within it and who should have access to the database. Addresses naming conventions and labeling of CI's, license control, updating database, archives and integrity of the systems content, legal implications etc.

Problem Management – The objective is to minimize the adverse impact of incidents and problems on the business that are caused by errors in the IT infrastructure and to prevent reoccurrence of incidents related to these errors. Identifying multiple incidents with common symptoms and known errors is explained. How to control problems and classify known errors to reduce time spent fixing. Benefits are improved service, reduction of incidents and the resolution to known errors.

Change Management – To ensure standardized methods and procedures are used for efficient and prompt handling of all changes to minimize the impact of change-related incidents and improve day to day operations. The terminology of the various change types that can occur will be explained. (Standard, urgent, etc) The responsibilities of Change Management are interpreted, they are filtering of requests, prioritize and categorize. The approval process is described (assess, authorize and schedule). Change Classifications are described. The Change procedure of the various types of change requests will be explained. The benefits and possible shortfalls of change management.

Release Management - The focus of Release Management is the protection of the live environment and its services through the use of formal procedures and checks. Cover the importance of the software and where it is stored (DSL), the activities of releasing new software, when it should be released, the implementation process, testing prior to release, acceptance and authorization of release to the live network.

Service Delivery Content

Service Level Management - The objective of Service Level Management (SLM) is to maintain and improve IT Service quality, through a constant cycle of agreeing, monitoring and reporting on IT Service achievements, and instigation of actions to eradicate poor service - in line with business or cost justification. It covers the Service Level agreement (SLA), Operational Level Agreement (OLA), SIP's, SLR's etc. Implementation of SLA's is discussed in conjunction with managing them and why they should periodically be reviewed. Explained is the requirement prior to implementing a SLA.

This section covers monitoring, reviewing and managing SLA's, the structure of Service Level management, the contents of an agreement (OLA and SLA) and how they can improve business.

Capacity Management - Ensuring that processing capacity that is purchased is not only cost justifiable in terms of business need, but also is the most efficient use of those resources.

Covered in this section is Demand Management, resource management, modeling, and the application size. Three processes of Capacity Management are described, Business, Service, and Resource Capacity. The monitoring, analysis, tuning and implementation is covered. The benefits of increased efficiency, reduced risk, confident forecasting and value are described.

Availability Management - The objective of the Availability Management Process is to optimize the capability of the IT Infrastructure, services and supporting organization to deliver a cost effective and sustained level of Availability that enables the business to satisfy its business objectives.

The topics include optimization of facilities, cost effective and sustained availability while striving for improvement. The importance of resilience, security, reliability, maintenance and serviceability are defined. Activities include how to determine availability requirements, how to compile an availability plan and to monitor availability. The consideration and calculations and well as the security considerations are taken into account. The Mean time to restore and repair (MTTR) is covered. How to reduce the number of failures, optimize usage and performance, error correction, contacts and service design are described. The use of management reporting and metrics.

IT Service Continuity - The goal of IT Service Continuity Management is to support the overall Business Continuity Management process by ensuring that the required IT technical and services facilities (including computer systems, networks, applications, telecommunications, technical support and service desk) can be recovered within required, and agreed, business time-scales.

This covers the risk assessment, impact analysis and recovery options. The various recovery mechanisms for gradual recovery, intermediate recovery (warm standby) and Immediate recovery (Hot standby) as well as how to and where they should be implemented.

Financial Management - Financial Management for IT services seeks to provide cost-effective stewardship of the IT assets and resources used in providing IT services.

The various cost elements are discussed, also unabsorbed costs, variable costs, direct and indirect costs. The budgeting process, IT accounting, charging process and the relationship to the IT financial lifecycle.

Security Management – The three terms of Security Management: confidentiality, integrity and authorization. Implementing Security measures and the relationships within the three layers of ITIL: Operational, tactical, and strategic. Why security management needs to be considered when drafting SLA's. The IT Security Management process: plan, implement, control, evaluate and maintain.

For further information and our course schedule, please contact us at:

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The ITIL Masters

