

## ITIL® FOUNDATION COURSE

Instructor-Led Course

Dauer: 3 Tage

Nr.: 2421

Durchführungsart: Lehrgang

Preis: 990€ netto / 1.178,10 € inkl. 19 % MwSt.

Zielgruppe: IT executives, chief information officers, IT managers, service managers, project managers, consultants.

Schulungsmethode: Lecture, discussion, exercises.

Voraussetzungen: Knowledge about IT services and business processes would be an advantage.

In this seminar you acquire the theoretical ITIL® basic knowledge that is required to get the official Foundation exam. The functions of IT Service Management and IT infrastructure are presented, as well as the relevance for their methodical and systematic approach with regard to services are explained. After the seminar you know the essential concepts of ITIL® terminology and the roles that are relevant in the framework of the development, the implementation and the application of IT service management processes. Areas of application and implementation-related advantages are presented to you.

Weitere Informationen zu ITIL® Foundation und unserem ITIL® Angebot finden Sie unter: [ITIL-Zertifizierung](#)



### Programm

#### Why IT service management?:

- Quality and quantity of IT service
- IT as ideal support of business processes with regard to business objectives
- Creation of guidelines for decision-making
- Deduction of key figures for service provision
- Optimal resource allocation
- Definition of responsibilities
- Customer and service orientation instead of internal technical orientation
- Adoption of a service culture within an enterprise

#### IT Infrastructure Library:

- ITIL® as process model for quality oriented IT services
- Guidance for planning, delivery and support of first-class IT services
- Continuous and consistent work flows
- Consistent vocabulary of concepts
- Support for IT service management implementation

#### The Service Lifecycle:

- Transformation of the ITIL® framework to a holistic model

- Service Strategy
- Service Design
- Service Transition
- Service Transformation
- Continual Service Improvement

### **Service Strategy:**

- Strategic relevance of service management
- Value generation by means of services
- Service Strategy: market, definition, offers, assets
- Service economy: financial management, ROI, Service Portfolio Management
- Strategy and organization: Development, design, culture
- Technology: automation, interfaces, tools

### **Service Design:**

- Service Portfolio Design, business and service requirements, process design
- Guideline for implementing outsourced services

### **Service Transition:**

- Change Management
- Asset & Configuration Management
- Knowledge Management System
- Service V-model

### **Service Operation:**

- Balanced relationship between IT services and technology components
- Stability and responsiveness
- Quality of Service and cost of service

### **Continual Service Improvement:**

- The Continual Service Improvement Model
- Business values and metrics
- Technical metrics
- Process metrics
- Service metrics

### **Interfaces to other industry standards:**

- COBIT
- ISO/IEC 20000
- CMMI
- Balanced Scorecard
- Quality Management
- OSI Framework

## Hinweis

On the 3rd seminar day the exam prep takes place, applying an example exam. In the afternoon the exam for the official certification will take place. The examination fee of Euro 205 (excl. value added tax) is not included in the seminar fee und is invoiced separately. The exam fee is subject to price changes by Axelos.

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## Termine und Orte - Nr.: 2421

### Stuttgart

14 Aug - 16 Aug 2019

### Hamburg

18 Nov - 20 Nov 2019

Online Anmeldung:

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