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International Projects and Services Company Ltd.

ITIL ® 2011 Foundation Factsheet

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ITIL® 2011 Foundation

The purpose of the ITIL Foundation certificate in IT Service Management is to certify that the candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for service management.

The ITIL Foundation certificate in IT Service Management is *not* intended to enable the holders of the certificate to *apply* the ITIL practices for service management without further guidance.

Course and Learning Objectives

You can expect to gain knowledge and understanding in the following upon successful completion of the education and examination components related to this certification:

- Identify the principles and concepts of IT Service Management based on ITIL
- Identify the best practices of implementing ITIL in an organization.
- Define the terminology used in ITIL
- Identify the concepts and definitions used in the Service Lifecycle.
- Define Service Strategy concepts
- Define Service Design concepts
- Define Service Operations concepts
- Define Service Transition concepts
- Define Continual Service Improvement concepts
- Define the roles, processes, and components within key areas of IT Service Management based on ITIL

Course Approach

Participants will learn the principles and core elements of the service lifecycle approach to IT Service Management according to ITIL. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL® Foundation certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The IPSC integrated case study deepens the participant's appreciation of how ITIL best practices can be applied in order to improve IT performance.

Course Student Material

Students will receive an ITIL 2011 Foundation classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Certificate

ITIL® 2011 Foundation

Duration

3 days

Course Delivery

Classroom, Virtual Classroom or Self-paced E-learning

Languages

English, Spanish, Arabic

About the Examination

The exam is closed book with forty (40) multiple-choice questions.

The pass score is 65% (26 out of 40 questions).

The exam lasts 60 minutes.

The exam can be taken in two formats: Paper based or Online.

Prerequisites and Eligibility for Examination

There are no pre-requisites for this course, although a basic knowledge of Service Management concepts will be helpful.

Credits

Upon successfully achieving the ITIL 2011 Foundation certificate, students will earn 2 credits in the ITIL® v3 qualification scheme.

Project Management Institute –Professional Development Units (PDUs) = 21

Target Audience

The target group of the ITIL Foundation certificate in IT Service Management is drawn from:

- Individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement programme.

This may include but is not limited to, IT professionals, business managers and business process owners.