

HP Education Services Course Description

ITIL Foundation for IT service management (H1846s)



This course introduces the concepts of IT Service Management (ITSM) based on the IT Infrastructure Library (ITIL). It describes a set of processes involved in developing an IT framework and features either the exciting and hands-on High Performance simulation or a series of practical exercises that provides an interactive learning experience. This results in a thorough grounding in basic ITSM principles, which can be used for the Foundation Certificate in IT Service Management examination, or for ITSM projects. The 3-day course is 70 percent lecture and 30 percent interactive.

Audience

All IT staff, system and network administrators, managers, and executives who are responsible for the delivery of IT services in an organization.

Prerequisites

Experience and knowledge of IT computing environments are useful but not essential.

Course Objective

With the successful completion of this course you will be able to:

- Gain a fundamental understanding of service delivery and service support processes.
- Gain the knowledge necessary to prepare for the "Foundation Certificate in IT Service Management" examination from either EXIN or ISEB.

Benefits to You

- Identify fundamental processes involved in IT service management and how to integrate them into your business' IT services model.
- Understand how IT and the Business can collaborate to improve overall productivity and efficiency.
- Learn to move the reactive relationship between IT and users to a proactive relationship.
- Learn ITSM concepts via an exciting and interactive simulation or practical exercises.

Why education services from HP?

- Comprehensive student materials
- Hands-on practice
- Focus on job-specific skills
- State-of-the-art classroom facilities
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- More than 80 training locations worldwide
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Course Title: ITIL Foundation for IT service management

HP Product Number: H1846s

Category/Subcategory: ITSM/ITIL

Course Length: 3 Days

Level: Beginner

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: ITIL Practitioner Courses

Next Steps: ITIL Service Manager: Service Support + Service Delivery

Next Steps: Recognize 18 PDUs (Professional Development Units) for PMI's (Project Management Institute) continuing education requirements

Detailed Course Outline

Service Management

- Introduction to IT service management
- ITIL introduction
- Continuous improvement
- Mock exams (homework)

Service Desk

- Handling Calls
- Service Desk options

Incident Management

- The difference between Incidents, Problems and Known Errors
- Incident control process
- Classification, prioritization and escalation

Problem Management

- Problems and Known Errors
- The Problems Control and Error Control processes
- Reactive and proactive problem management

Configuration Management

- Providing information on the IT Infrastructure
- Configuration Items
- Configuration Management Database
- Configuration Management Process

Change Management

- Change Management process
- Approving and scheduling changes
- Change Advisory Board
- Emergency changes

Release Management

- Release and distribution process
- Release policies and types

- Definitive Software Library

Service Level Management

- Service Level and Operational Level Agreements
- Underpinning Contracts
- Service Improvement Program
- Customer relationship management

Financial Management

- Budgeting, accounting and charging
- Cost Models and Cost Categorization
- Cost recovery

Capacity Management

- Capacity database
- Demand and workload management
- Resource and performance management
- Capacity planning

Availability Management

- Reliability and maintainability
- Resilience and serviceability
- Calculating availability

IT Service Continuity Management

- Risk analysis
- Planning for potential disasters
- Testing and Executing Continuity Plans

Security Management (this module only applies to students taking the EXIN examination)

- Security Management Process
- Information Security Model
- Responsibilities
- Security and ITIL

Examination: ITIL Foundation for IT Service Management

- Exam preparation
- Mock exams

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