ITIL®: Foundation (WBT)

COURSE ABSTRACT

COURSE CODE
» ITIL9321E

PRODUCT RELEASE
» N/A

DELIVERY METHOD 🌐
» Web-Based Training (WBT)

COURSE DURATION
» 16.50 hours

TARGET AUDIENCE 🌐
» IT Managers, Executives, and Professionals who want foundation level knowledge of ITIL or are interested in preparing for ITIL Foundation Certification

COURSE ACTIVITIES
» Simulation Exercise
» Module quiz

DISCOUNT OPTIONS 🌐
» Have multiple students? Contact us to discuss hosting a private class for your organization
» **Contact us for additional information** 🌐

Course Overview

This 16.50-hour course introduces learners to the Lifecycle of managing IT Services to deliver to business expectations. It offers concrete foundation knowledge of the core disciplines of ITIL. Exclusive course features include the scenario-based training approach, a Quick Reference Card, and a First Aid Kit.

The simulation in the course allows participants to attend a Virtual Training Conference at the majestic Royal Chao Phraya Hotel in Bangkok. In this virtual atmosphere, learners attend different conferences hosted by two ITIL Experts. These experts explain the foundations of ITIL. As part of the learner's "stay" at the hotel, they will have the opportunity to assist the hotel management team with different projects and scenarios that test learner ITIL knowledge.

This course was created with the requirements of today's learners in mind. The experience is engaging and offers hands-on practice. The scenarios provide both theoretical and practical knowledge, facilitating an effective method for reinforcement and self-assessment.

Course Objectives

» Identify the key principles and concepts of IT Service Management
» Identify the benefits of implementing ITIL in an organization
» Identify Service Management processes and understand how they map to the Service Lifecycle
» Identify the basic concepts and definitions related to the Service Lifecycle
» Identify the activities and roles involved with the Service Lifecycle
» Identify the relationships among the components of the Service Lifecycle and understand how they map to other components
» Identify the factors that affect the effectiveness of the Service Lifecycle

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