



Hewlett Packard Enterprise

Course Datasheet

ITIL® Foundation for IT Service Management (case study based course)

Education Services course product number – HF422S

Course length – 3 days

Delivery mode – Instructor Led Training (ILT)

Virtual Instructor Led Training (VILT)

Register – [Click here to go to HPE Learning Portal](#)

This course introduces the fundamentals of IT Service Management (ITSM) based on the IT Infrastructure Library (ITIL®). It describes the key concepts, processes, functions and roles of the ITIL service lifecycle. The course is made up of lectures and practical assignments, which provide an interactive learning experience. This results in good awareness and comprehension of the main aspects of ITIL. The course prepares attendees for the ITIL® Foundation Certificate examination.

Audience

- IT professionals, business managers and business process owners.
- 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 program.

Prerequisites

- Experience and knowledge of IT computing environments is useful but not essential.
- Additional personal study time is required at the end of each day during the course.

Course Objectives

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

- Service management as a practice (comprehension)
- The ITIL service lifecycle (comprehension)

- Generic concepts and definitions (awareness)
- Key principles and models (comprehension)
- Selected processes (awareness)
- Selected functions (awareness)
- Selected roles (awareness)
- Technology and architecture (awareness)
- Competence and training (awareness)

Detailed Course Outline

- Service Management as a Practice
 - Define the concept of a service, and comprehend and explain the concept of service management as a practice.
- The ITIL service lifecycle
 - Understand the value of the ITIL service lifecycle, how the processes integrate with each other, throughout the lifecycle and explain the objectives, scope and business value for each phase in the lifecycle.
- Generic concepts and definitions
 - Define some of the key terminology and explain the key concepts of service management.
- Key principles and models
 - Comprehend and account for the key principles and models of service management and balance some of the opposing forces within service management.
- Processes
 - Understand how the service management processes contribute to the ITIL® service lifecycle, to explain the purpose, objectives, scope, basic concepts, activities and interfaces of the processes.
- Functions
 - Explain the role, objectives and organizational structures of the different functions.
- Roles
 - Account for and be aware of the responsibilities of some of the key roles in service management.
- Technology and architecture
 - Understand how service automation assists with expediting service management processes.
- Competence and training
 - Competence and skills for service management.
- Mock exam
 - Help the candidate to pass the ITIL® Foundation exam.

Recommended next courses

Courses from the Lifecycle or Capability streams leading to the ITIL Expert qualification

Professional benefits

The following credits are available for this course:

- 2 credits towards ITIL Expert certification
- 20 PDUs on Business & Strategy