



Competitive Advantage, Inc.<sup>SM</sup>  
Raising the Bar of Excellence™

## ITIL® FOUNDATION COURSE

In today's competitive business environment, IT innovations have changed the way many companies do business. In fact, IT services are so critical that any lapse instantly affects bottom line performance. IT is too important - and costly - to leave to chance.

The need for a robust IT infrastructure has led to a growing interest in the IT Infrastructure Library (ITIL®) collection of best practices. ITIL defines a process roadmap for providing customer centric, cost justified, business driven IT Services. Already the international standard for IT Service Management, interest in ITIL is rapidly demonstrating tangible results in the United States.

### COURSE OBJECTIVES:

Our ITIL Foundation is a three (3) day EXIN-accredited course that introduces the key concepts of each ITIL function and process. At the end of this course, the participant will be able to identify the:

- ◆ Key ITIL processes
- ◆ Benefits of implementing each ITIL process in an organization
- ◆ Basic concepts related to each ITIL process
- ◆ Activities and roles involved in each process
- ◆ Relationship of each ITIL process to other processes
- ◆ Factors that impact the effectiveness of each ITIL process

**Come ready to participate in lively discussions about process improvements, benefits and challenges.**

### EXIN CERTIFICATION:

Participants will be equipped to earn their ITIL Foundation certification, by achieving a passing score on a 60 minute, 40 question examination which will be proctored onsite on the final day of class.

### PREREQUISITES:

Familiarity with IT Services is recommended.

### WHO SHOULD ATTEND:

ITIL Foundation training is essential for anyone involved in IT service provision:

IT Leadership	Key Business Managers
Network Operations	Business Process Analysts
Business Analysts	IT Consultants
Project Managers	Systems Integrators
Help Desk Managers and Analysts	Managed Service Providers
Application Developers	Solution Providers and Sales Staff

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## ITIL® FOUNDATION CERTIFICATION THREE DAY CURRICULUM:

Proctored Certification Exam delivered on the final day.

Day 1	
Morning	Introduction to ITSM/ ITIL® Configuration Management - with Exercise
Afternoon	Service Desk Incident Management Problem Management
Day 2	
Morning	Change Management - with Case Study Release Management "I am the Incident" Exercise
Afternoon	Service Level Management - with Exercise Availability Management - with Case Study Capacity Management – with Case Study
Day 3	
Morning	IT Service Continuity Management Security Management Financial Management Wrap Up / Review of Sample Exam
Afternoon	Exam Preparation Module ITIL® Foundation Exam

### INSTRUCTORS:

Our instructors have years of hands-on experience, enabling them to effectively intertwine theory and real life stories and scenarios. This training style encourages active group participation, allowing all participants to bring from class a wealth of practical knowledge.

We are proud to provide instruction in partnership with



### DELIVERABLES:

- ◆ Three (3) days of Instructor-Led Training – Accredited by EXIN
- ◆ Participant's Manual
- ◆ IT Service Management an Introduction – Supplemental Text Book
- ◆ Customized Templates (Service Level Agreements, Operation Level Agreements, Request for Change, etc.)
- ◆ Exam Preparation
- ◆ In-Class Proctored EXIN Certification Exam

**PLEASE CHECK OUR WEBSITE FOR FULL SCHEDULE. ONSITE DELIVERY AVAILABLE BY REQUEST.**

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