GAQM®

Global Association for Quality Management

ITIL®

ITIL® Foundation

Course Outline

About ITIL Foundation

ITIL Foundation is suitable for 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. The ITIL Foundation Certification also applies to IT professionals who work within an organization that has adopted ITIL and so need to be aware of and contribute to the overall service improvement programme.

The Information Technology Infrastructure Library (ITIL) is a set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business. In its current form (known as ITIL 2011 edition), ITIL is published in a series of five core publications, each of which covers an ITSM lifecycle stage. ITIL underpins ISO/IEC 20000 (previously BS15000), the International Service Management Standard for IT service management, although differences between the two frameworks do exist.

The main benefits of ITIL include:

Alignment with business needs ITIL becomes an asset to the business when IT can proactively recommend solutions as a response to one or more business needs. The IT Strategy Group recommended in Service Strategy and the implementation of Service Portfolio Management gives IT the opportunity to understand the business. current and future needs and develop service offerings that can address them.

Negotiated achievable service levels. Business and IT become true partners when they can agree upon realistic service levels that deliver the necessary value at an acceptable cost.

Predictable, consistent processes. Customer expectations can be set and are easier to meet with through the use of predictable processes that are consistently used. As well, good practice processes are foundational and can assist in laying the groundwork to meet regulatory compliance requirements.

Efficiency in service delivery. Well-defined processes with clearly documented accountability for each activity as recommended through the use of a RACI matrix can significantly increase the efficiency of processes. In conjunction with the evaluation of efficiency metrics that indicate the time required to perform each activity, service delivery tasks can be optimized.

Measurable, improvable services and processes. The adage that you can.t manage what you cannot measure rings true here. Consistent, repeatable processes can be measured and therefore can be better tuned for accurate delivery and overall effectiveness. Additionally, under ITIL guidelines, services are designed to be measurable. With the proper metrics and monitoring in place, IT organizations can monitor SLAs and make improvements as necessary.

What Modules are covered?

Candidates can expect to gain knowledge and understanding in the following upon successful completion of the education and examination components related to the ITIL V4 Foundation certification.)

1. Service Management as a practice (Comprehension)
2. Service Lifecycle (Comprehension)
3. Key Principles and Models (Comprehension)
4. Generic Concepts (Awareness)
5. Selected Processes (Awareness)
6. Selected Roles (Awareness)
7. Selected Functions (Awareness)
8. Technology and Architecture (Awareness)
9. ITIL Qualification scheme (Awareness)

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