

# ITIL®

# Foundation Level Intermediate Level

Course Brochure

Our Service is built on excellence



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## ABOUT ITIL® Foundation Level

The ITIL® Foundation course is the entry level certification course for IT Service Management Best Practices training in ITIL®.

This course covers the latest version of core ITIL® best practices presented from a lifecycle perspective. The course introduces the principles and core elements of IT service management (ITSM).

## NUMBER OF ATTENDEES

At least 15 Attendees to open class

## COURSE OBJECTIVES

This course is designed to help organisations to strengthen their service delivery; Upon successful completion of the education and examination components related to ITIL® Foundation certification, including the ITIL® Foundation exam, candidates gain knowledge and understanding in many areas such as **S**ervice Management as a practice, **S**ervice Lifecycle, **K**ey Principles and Models, **G**eneric Concepts, **S**electd Processes, **S**electd Roles, **S**electd Functions and **T**echnology and Architecture.

## WHO SHOULD ATTEND

We prefer this course for the following roles and participants:

- 1- IT professionals who want a foundational understanding of the service lifecycle and processes and who want are interested in IT service management
- 2- IT staff who are actively involved in the provision and support of IT services or who have an interest in IT service management best practices
- 3- Individuals who are preparing for the ITIL v3 Foundation certification

## ADDITIONAL INFORMATION

Prerequisites: None

Duration: 3 days

Delivery method: Classroom

Certification: Yes

Examination: No

## COURSE DESCRIPTION

This hands-on, three-day, classroom based training course has two basic directions – “**S**ervice **c**apability” and “**S**ervice **L**ifecycle”.

ITIL is related to corporate business, and the documents and diagrams that describe the Service Delivery to that business.

You will be taught by a certified ITIL® instructor, who has extensive experience as a practising ITIL® who will guide you in the real-world application of ITIL®.

## FEES and DATES

For pricing, Dates and any further information please contact us at:

[info@strategic-planners.co.uk](mailto:info@strategic-planners.co.uk)

## KEY BENEFITS

By the end of this course the attendees will gain knowledge and understanding in the following upon successful completion as follows:

- 1- Improved IT services through the use of proven best practice processes
- 2- Improved customer satisfaction through a more professional approach to service delivery
- 3- Standards and guidance
- 4- Improved productivity
- 5- Improved use of skills and experience

## WHY TRAIN WITH US?

We are recognised leader in strategy and architecture training and consulting. Our team supports clients globally and has delivered Projects management solutions for organisations across five continents. The ITIL® course is delivered by experienced practitioners and is accredited by The OGC. Our instructional design draws from leading contemporary methods and ensures a superior learning experience to alternative course offerings.



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This course covers the latest version of core ITIL® best practices presented from a lifecycle perspective. The course introduces the principles and core elements of IT service management (ITSM).

## NUMBER OF ATTENDEES

At least 15 Attendees to open class

## COURSE OBJECTIVES

This course is designed to help organisations to strengthen their service delivery planning and processes by applying best practice methods and techniques such as Service Strategy (**SS**), Service Design (**SD**), Service Transition (**ST**), Service Operation (**SO**) and Continual Service Improvement (**CSI**)

## Course Prerequisites

Foundation Level is a prerequisite for gaining all of below described higher certification levels.

## WHO SHOULD ATTEND

We prefer this course for the following roles and participants:

- 1- 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.
- 2- IT professionals who are working within an organization that has adopted and adapted ITIL®.

## ADDITIONAL INFORMATION

Prerequisites: ITIL® Foundation Level  
Duration: 3 days  
Delivery method: Classroom  
Certification: Yes  
Examination: No

## COURSE DESCRIPTION

This hands-on, three-day, classroom based training course has two basic directions – “**Service capability**” and “**Service Lifecycle**”.

ITIL® is related to corporate business, and the documents and diagrams that describe the Service Delivery to that business.

You will be taught by a certified ITIL® instructor, who has extensive experience as a practising ITIL® who will guide you in the real-world application of ITIL®.

## FEES and DATES

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## KEY BENEFITS

By the end of this course the attendees will gain knowledge and understanding in the following upon successful completion as follows:

- 1- Service management as a practice (comprehension).
- 2- The ITIL® service lifecycle (comprehension)
- 3- Generic concepts and definitions (awareness)
- 4- Key principles and models (comprehension)
- 5- Selected processes (awareness)
- 6- Selected functions (awareness)
- 7- Selected roles (awareness)
- 8- Technology and architecture (awareness)
- 9- Competence and training (awareness)

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