ITIL® Foundation 2011 Update Course
Course Title: ITIL 2011 Update Foundation
Delivery Mode: Classroom: 3 days

Introduction

ITIL – IT Infrastructure Library

- Is a framework of best practices
- Developed by Office of Government Commerce (OGC), United Kingdom
- Adopted by IT Professionals and Organisations across the globe
- De-facto framework for IT Service Management

Benefits of ITIL Certification

For Organisations

- Increased Productivity of your key IT Professionals
- Increased Operational Efficiency
- Improvement in overall IT Service Management Skills
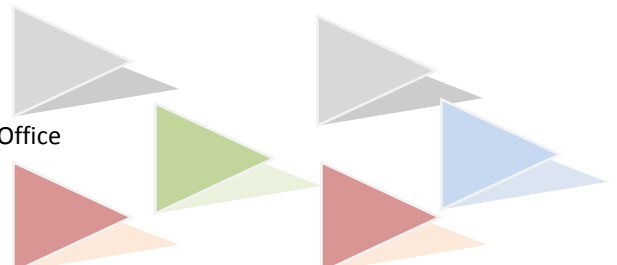- Provides Competitive Edge

For IT Professionals

- New Skills development
- Increased Job Performance
- Increased Credibility and Value
- Career growth opportunities
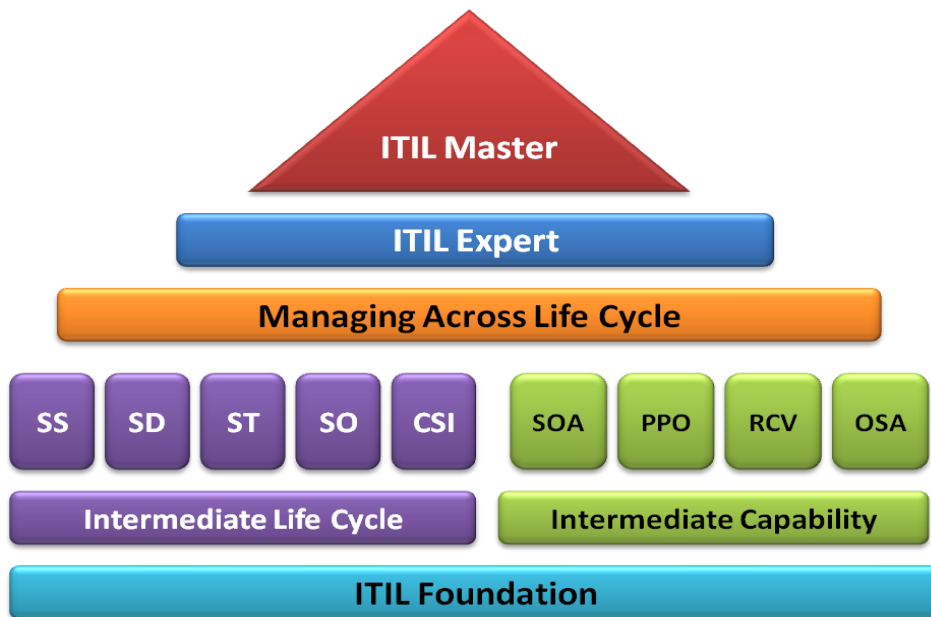
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Following diagram illustrates ITIL Certification Scheme

Course Description

This exciting and dynamic 3-day course introduces participants to the Lifecycle of managing IT Services to deliver to business expectations. Using an engaging, case-study-based approach to learning the core disciplines of the ITIL best practices, this course also prepares participants to successfully completing the associated exam, required for entry into future ITIL Intermediate-level training courses.
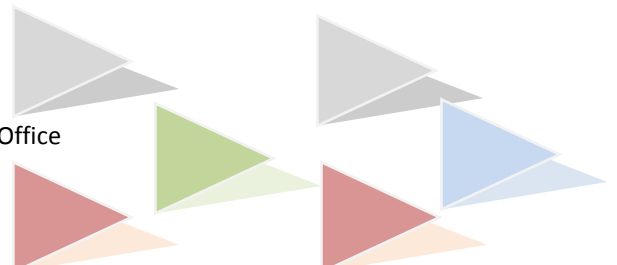
Audience

IT management, IT support staff, IT consultants, business managers, business process owners, IT developers, Service providers, system integrators

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Why Training from EBITA?

Case Study & Group discussions Based learning

- We believe in **'experiential learning'** and we enable this through a **case-study approach.** All the concepts of ITIL Foundation will be through a case-study which will depict a **near-real time scenario.**

- Participants will be encouraged to take active part through **group-discussions** - the classroom will be split into groups and each group will have to address a part of case study.

- Participants will be able to **relate concepts** to their working world, also help them to go back and attempt **application of concepts**

Course Material

It's been our endeavour to bring **the best-of-the-class** training programs of which **course material** is critical component. Considering the importance of the course material and its quality, we source the content from one of the reputed course content providers in the world. The course material has been developed by **one of world's leading learning solutions provider – Accredited Content Provider**. The course material is result of **in-depth, innovative and tested design philosophy.**

Our Team of Mentors

- Has more than **2 decades of experience** in IT and Is **Certified** in **ITIL V3 Foundation, Intermediate & Expert, CLOUD** and **Accredited as Trainers**

- Has successfully **trained Corporate and Individuals on ITSM (ITIL)**

- Has helped Organizations implement ITIL processes and achieve **operation efficiencies, improved quality of services**

- Has **advised and worked** with **ITSM Product** Company **align product to ITIL**

- Has helped organizations towards **successful assessments** of **Information Security Mgmt Systems (ISO 27001)**

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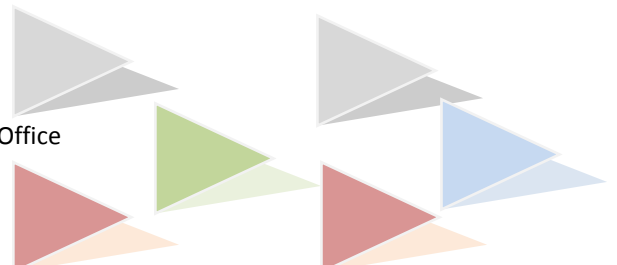
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Exam Preparation Module

All ITIL Foundation courses come with a thorough Exam Preparation Guide. This guide includes sample exams, practical tips for taking the exam, and a summary of the key points and concepts. Through the use of this powerful exam guide, our exam pass rates are among the highest in the industry.

Agenda

Day 1	Day 2	Day 3
Course Introduction	Service Design	Service Operations
IT Service Management as Practice	Service Transition	Continual Service Improvements
Service Life Cycle	Service Operations	Technology & Architecture
Service Strategy		Exam Preparation
Service Design		

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