



## Course Outline

### ITSM Foundation Certification Training

**Delivery Format: Instructor Led**

**Duration: 3 Days**

#### Course Description

This hands on, instructor led, ITSM Foundation certification training program introduces the student to the fundamentals of IT Service Management as described in the IT Infrastructure Library. Accredited by EXIN and ISEB, the course helps students prepare for the certification exam along with acquiring valuable insights from instructors who have actually managed IT operations and ITSM programs.

Delivered over three days the course features lectures, discussion, case study team exercises and quizzes. It culminates with an optional, one-hour certification examination.

#### Who Should Attend

Senior IT and business executives, IT management and staff, consultants, project managers and others interested in learning about IT Service Management.

#### Prerequisites

None, but it is our recommendation that students with limited IT backgrounds sit through the Journey to Excellence web based awareness program (see below)

#### Exam

An optional 1-hour, 40 question, closed book multiple choice examination is administered by an independent proctor at the end of the course. Certification is through either the Information Systems Examination Board (ISEB) or Exin.

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##### Day 1

- Introductions
- ITSM Concepts
- Service Desk
- Incident Management
- Problem Management
- Configuration Management



## Course Outline

- Change Management
- Self-Study, Exam Prep. Mock Exam

### Day 2

- Review Day1
- Release Management
- Service Level Management
- Availability Management
- Capacity Management
- Self-Study, Exam Prep. Retired exam

### Day 3

- Review Day 2
- IT Service Continuity Management
- Financial Management
- Security Management
- Review Program
- Self-Study, Exam Prep, Retired exam

### Reference Material

Each student will receive a workbook. Other ITSM-related study material and books are available for purchase prior to, or during, the class.

### Related Courses

[Web Based Awareness Training](#)  
[Web Based Foundation Certification](#)

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