



Network System Architects
Engineering Solutions For Business Problems

ITIL Fundamentals Course

ITIL Fundamentals is an intensive two-day instructor-led course that:

- Provides a complete overview of all 11 ITIL components, including goals, key terms, responsibilities, and keys to success
- Prepares students to pass the ITIL Foundation exam
- Helps students leverage ITIL concepts and practices in their daily work

Prerequisites

There are no prerequisites for this course.

Intended Audience

The intended audience for ITIL Fundamentals is IT professionals responsible for developing, supporting, and operating application-based IT services (e.g., messaging) and infrastructure-based IT services (e.g., network services).

Class Information

All students receive ITIL Red Book and ITIL Blue Book, training materials and Certificate for ITIL Foundations Exam. The exam, provided by third party, leads to the ITIL Foundation Certificate (the Foundation Certificate in IT Service Management).

Course Syllabus

Module 1: Introduction

- Introduction to ITIL
- Overview of essential ITIL concepts

Module 2: Service Desk, Incident Management, Problem Management

- Service Desk function (goal, definitions/distinctions, key aspects)
- Incident Management (goal, definitions/distinctions, key aspects)
- Problem Management (goal, definitions/distinctions, key aspects)

Module 3: Capacity Management, Service Level Management, Change Management

- Capacity Management (goal, definitions/distinctions, key aspects)
- Service Level Management (goal, definitions/distinctions, key aspects)
- Change Management (goal, definitions/distinctions, key aspects)

Module 4: Financial Management for IT Services, IT Service Continuity Management, Release Management

- Financial Management (goal, definitions/distinctions, key aspects)
- IT Service Continuity Management (goal, definitions/distinctions, key aspects)
- Release Management (goal, definitions/distinctions, key aspects)

Module 5: Availability Management, Configuration Management

- Availability Management (goal, definitions/distinctions, key aspects)
- Configuration Management (goal, definitions/distinctions, key aspects)

Module 6: Practice Certification Exam and Application Workshop

- ITIL Foundation exam revision and test taking tips
- Practice exam

Price and Training Logistics

Network System Architects, Inc. offers on-site ITIL training to clients. These training sessions are scheduled as requested. To ensure adequate interaction and knowledge transfer, class size will not exceed 10 students. NSAi charges \$950.00 per student (minimum of three students) for the two-day class plus any direct travel expenses.

Contact sales@nsai.net or call 303-623-0035.