

ITIL® 2011 Edition Courses

ITIL® 2011 Edition Foundation

Contents

- ❖ Introduction to ITIL® and Service Management
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What You'll Learn

- Key concepts of ITIL®
- Principles for improving IT operations
- Vital processes and functions
- Aligning ITSM with business needs

Audience

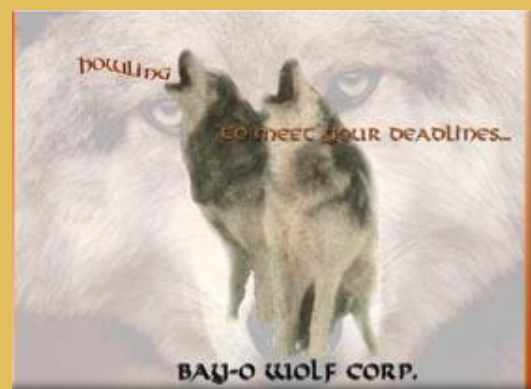
Anyone interested in understanding the content and concepts of ITIL® and seeking ITIL® Foundation certification.

Types of Classes offered:

- At your Site Training
- Provide a Site Training
- Virtual Courses
- Customized Courses

This course provides a comprehensive coverage of the basic concepts and principles of the ITIL® framework, as well as preparing you for the associated ITIL® exam.

Successful completion of the ITIL® Foundation exam is a requirement for any future ITIL® Intermediate-level training



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ITIL® 2011 Edition Courses

ITIL® 2011 Edition Foundation

The Foundation course provides the basic concepts, principles, objectives, roles and responsibilities of the ITIL® 2011 Edition Framework.

ITIL® 2011 Edition Courses offered:

- ITIL® 2011 Edition Service Strategy
- ITIL® 2011 Edition Service Design
- ITIL® 2011 Edition Service Transition
- ITIL® 2011 Edition Service Operation
- ITIL® 2011 Edition SOA (Service Offerings & Agreements)
- ITIL® 2011 Edition RCV (Release, Control & Validation)
- ITIL® 2011 Edition PPO (Planning, Prioritization & Optimization)
- ITIL® 2011 Edition OSA (Operational Support Analysis)
- ITIL® 2011 Edition MALC (Managing Across the Lifecycle Certificate)

Introduction to ITIL® & Service Mgmt What is ITIL? History of ITIL ITSM: Principles Value/Benefits Outcomes	Service Transition (ST) Purposes/Objectives Principles Concepts Value/Benefits Processes Outcomes
Service Strategy (SS) Purposes/Objectives Principles Concepts Value/Benefits Processes Outcomes	Service Operation (SO) Purposes/Objectives Principles Concepts Value/Benefits Processes Outcomes
Service Design (SD) Purposes/Objectives Principles Concepts Value/Benefits Processes Outcomes	Continual Service Improvement (CSI) Purposes/Objectives Principles Concepts Value/Benefits Processes Outcomes
	Summation & Review

Providing dedicated trainers for ITIL® 2011 Edition framework students!