

# Course overview:

## ITIL Fundamentals

(C2611eng)



[www.courseware.co.uk](http://www.courseware.co.uk)  
[sales@courseware.co.uk](mailto:sales@courseware.co.uk)

## Overview and objectives

Information Technology Infrastructure Library (ITIL) was developed in England in the 1980's for the Central Computer and Telecommunications Agency (CCTA), an agency of the British Government. By collecting the best practices from top companies, the CCTA established a best practice process framework called ITIL, which includes a description of how to organize service management within an organization. All the companies who contributed their best practices then adopted this guide.

This course provides IT professionals with the knowledge to challenge the accredited industry certification for ITIL foundations. Throughout the course, real life examples will be brought forward to illustrate how ITIL relates to daily activities.

Whether adopting ITIL or embarking on service improvement, participants will gain a fundamental understanding of how IT Service and Support can be best organised to align IT with business needs, improve service quality, and reduce long-term costs..

## Target audience

This course is designed for anyone who wants to attain ITIL Practitioner or Service Manager certification, including members of Help Desks or Call Centres, Lower to Middle Management, and employees who support any aspect of IT Operations Management.

## Course prerequisites

Students should have at least 1 - 2 years of IT experience.

## Course content

### ITIL Overview

### Process Management

### Service Support

Service Desk • Incident Management • Problem Management • Configuration Management • Change Management • Release Management

### Service Delivery

Service Level Management • IT Service Continuity Management • Financial Management for IT Services • Capacity Management • Availability Management

### Security Management

### Next Steps

### Glossary

### Mock Exam

*gtslearning, 1998-2007. All rights reserved. All trademarks are the property of their respective owners*

---