ITIL FOUNDATION

ITIL:
Foundations in Information Technology Infrastructure Library

ITIL, formerly an acronym for Information Technology Infrastructure Library, is a set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.

The Foundation level is the entry level qualification which offers a general awareness of the key elements, concepts and terminology used in the ITIL service lifecycle, including the links between lifecycle stages, the processes used and their contribution to service management practices.

This course provides a practical understanding of ITIL key concepts, principles, processes, and functions and prepares students to pass the ITIL Foundation exam.

CODE: ED25A16

DURATION: 21 hours

START DATE: 26/03/2025

AUDIENCE PROFILE:

This course is for all IT service personnel, within an Organization. Participants could be:

- People responsible for the adoption and/or application of ITIL practices in the organization
- IT Department Managers and Supervisors
- IT Department Staff responsible for the application of ITIL processes
- Head of Departments and Managers

PREREQUISITES FOR PARTICIPATION:
-

TRAINING LANGUAGE:
Greek

TRAINING MATERIALS:

Courseware in the English Language

METHODOLOGY:

Lecture, discussion, demonstration and practice.

COURSE OBJECTIVES:

At course completion the participants will gain knowledge on:

- Describe the ITIL Processes and (1) Function within ITIL
- Describe the Goals and definitions for each process.
- Describe the roles, responsibilities, and activities for each process
- Describe the relationship of each ITIL process
- Explain the relationship of each ITIL process
- Apply ITIL processes in the organization
- Adopt ITIL practices for ITSM in the organization

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VENUE: Webinar

DATES & TIMES:

Wednesday, 26th of March 2025, 08:00 - 15:30

Wednesday, 2nd of April 2025, 08:00 - 15:30

Wednesday, 9th of April 2025, 08:00 - 15:30

PARICIPATION COST:
The cost incudes the course notes and certificate.
In the event of classroom led training, coffee, snacks and lunch (only for full day courses) are offered complimentary.

Participation Cost
- Total Cost: €650
- HRDA Subsidy: €420
- Net Cost: €230

For Unemployed
- Please contact us

Contact us
77 77 72 52

Delivering training since 1996

ITIL Foundation

COURSE TOPICS

ITIL Core Concepts
• Services
• Service Management
• ITIL as a Good Practice Framework
• The Service Lifecycle
• Processes
• ITIL Processes by Lifecycle Phase
• Functions
• Roles

Organizing For Service Management
• ITIL® Functions
• Service Desk
• Technical Management
• Application Management
• IT Operations Management
• The RACI Model

Service Strategy
• Overview
• Business Value
• Concepts and Models
• Business Case
• Return on Investment (ROI)/Value on Investment (VOI)
• Value: Utility and Warranty
• Service Assets
• The Service Portfolio
• The Service Belt
• Processes
• Service Strategy
• Service Portfolio Management
• Demand Management
• IT Financial Management

Service Design
• Overview
• Business Value
• Concepts and Models
• Quality Must Be Built-In
• The Service Catalog
• The Four P's of Service Design
• The Five Aspects of Service Design
• Service Design Processes
• Service Catalog Management
• Service Level Management
• Availability Management
• Capacity Management
• IT Service Continuity Management
• IT Security Management
• Supplier Management

Service Transition
• Overview
• Business Value
• Concepts and Models
• Service V-Model
• Change

• Request for Change
• Change Types
• Change Authority
• Change Advisory Board
• Emergency Change Advisory Board
• Change Model
• Release
• Release Unit
• Baseline
• Configuration Management System (CMS)
• Configuration Item (CI)
• Service Transition Processes
• Change Management
• Service Asset and Configuration Management
• Release and Deployment Management
• Minor Service Transition Processes

Service Operation
• Overview
• Business Value
• Concepts and Models
• Balance
• Communication
• Incident
• Problem
• Error
• Known Error
• Event
• Service Operation Processes
• Incident Management
• Problem Management
• Event Management
• Service Request Fulfillment
• Access Management

Continual Service Improvement
• Overview
• Business Value
• Concepts and Models
• The Role of Measurement
• Objectives, CSFs, KPIs, Metrics, and Measurements
• The Deming Cycle
• The Continual Service Improvement Model
• Service Improvement Plan (SIP)
• Continual Service Improvement Processes
• The Seven Step Improvement Process
• Service Level Management

Technology and Architecture
• The Role of Automation
• Automation Tips
• Information Systems Discussed Within ITIL®