



## HP Education Services Course Description

ITIL® Foundation for IT Service Management – Case study based course (HF422S)

This 3-day course introduces the fundamentals of IT Service Management (ITSM) based on the IT Infrastructure Library (ITIL®). It describes the key concepts, processes, functions and roles of the ITIL® service lifecycle. The course is made up of lectures and practical assignments, which provide an interactive learning experience. This results in good awareness and comprehension of the main aspects of ITIL®. The course prepares attendees for the ITIL® Foundation Certificate examination.

### Audience

- IT professionals, business managers and business process owners.
- Individuals who require a basic understanding of the ITIL® framework and how it may be used to enhance the quality of IT service management within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL® who need to be informed about and thereafter contribute to an ongoing service improvement programme.

### Prerequisites

- Experience and knowledge of IT computing environments are useful but not essential.
- Additional personal study time is required at the end of each day during the course.

### Course objectives

Candidates can expect to gain knowledge and understanding in the following upon successful completion of the education and examination components related to this certification:

- Service management as a practice (comprehension)
- The ITIL® service lifecycle (comprehension)
- Generic concepts and definitions (awareness)
- Key principles and models (comprehension)
- Selected processes (awareness)
- Selected functions (awareness)

<b>Course title:</b>	ITIL® Foundation for IT Service Management – Case study based course
<b>HP product number:</b>	HF422S
<b>Category/Subcategory:</b>	ITSM / ITIL®
<b>Course length:</b>	3 days / 20 PDUs
<b>Level:</b>	Foundation
<b>Delivery language:</b>	English
<b>To order:</b>	You can order this course online at <a href="http://www.hp.com/learn">http://www.hp.com/learn</a> . At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

- Selected roles (awareness)
- Technology and architecture (awareness)
- Competence and training (awareness)

## Benefits to you

- Understand how IT Services create value for the business and the importance of IT Service Management in making this happen.
- Understand how IT and the Business can collaborate to improve overall productivity and efficiency.
- See how each stage of the service lifecycle contributes to the overall service and how each process and role plays a part.
- Discover how to become more proactive.
- Learn ITSM concepts via a case study and related assignments.

## Why education services from HP?

- Focus on job-specific skills
- Experienced and best-in-the-field HP instructors
- Hands-on practice
- Customized on-site delivery
- Comprehensive student materials
- Online instructor-led and self-paced training at <http://www.hp.com/learn>
- More than 80 training locations worldwide
- State-of-the-art classroom facilities

## Next steps

- Courses from the Lifecycle or Capability streams leading to the ITIL® Expert qualification.

## Detailed course outline

### Service Management as a Practice

- Define the concept of a service, and comprehend and explain the concept of service management as a practice.

### The ITIL® service lifecycle

- Understand the value of the ITIL® service lifecycle, how the processes integrate with each other, throughout the lifecycle and explain the objectives, scope and business value for each phase in the lifecycle.

### Generic concepts and definitions

- Define some of the key terminology and explain the key concepts of service management.

### Key principles and models

- Comprehend and account for the key principles and models of service management and to balance some of the opposing forces within service management.

## Processes

- Understand how the service management processes contribute to the ITIL® service lifecycle, to explain the purpose, objectives, scope, basic concepts, activities and interfaces of the processes.

## Functions

- Explain the role, objectives and organizational structures of the different functions.

## Roles

- Account for and be aware of the responsibilities of some of the key roles in service management.

## Technology and architecture

- Understand how service automation assists with expediting service management processes.

## Competence and training

- Competence and skills for service management.

## Mock exam

- Help the candidate to pass the ITIL® Foundation exam.

## For more information

To locate country contact information and to learn more about education services, please visit our worldwide web site at <http://www.hp.com/learn>.

