



سمارت شارت  
SMART CHART  
للتدريب والتوجيه | TRAINING & COACHING

# ITIL Foundation & overview

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# About the course

This is a 1-day, instructor-led, crash course that is perfectly suited to teams who need an awareness-level understanding of the ITIL service lifecycle. It includes the most prevalent ITIL processes and emphasizes how to demonstrate the value of each one to the business.

The following lifecycle stages are discussed at a high-level:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement (CSI)

# Who should attend?

This session is open to anyone who may have an interest in ITIL best practices.



# Content & outlines

Each attendee is provided with hard copies of SMME's ITIL Overview student manual consisting of presentation slides and corresponding notes.

## Why take it?

Team will get a rudimentary introduction to basic ITIL concepts and have the opportunity to ask questions about the relevance of each one in overcoming organizational challenges.

Topics of intense interest can be discussed in greater detail while others will be looked at briefly. This allows for a degree of customization to the team's needs.

# Are there any prerequisites?

There are no mandatory prerequisites other than having an open mind. Team members should also have a willingness to participate in discussions.



Information Technology  
Infrastructure Library

## **ITIL Foundation**

# About the course

This ITIL training is a 3-day, instructor-led, entry-level course for teams who need an insight into the key elements, concepts and terminology used in the ITIL service lifecycle. The stages of this lifecycle include:

- Service Strategy
- Service Operation
- Service Design
- Continual Service Improvement (CSI)
- Service Transition

Attendees also grasp the linkages between lifecycle stages, the processes and functions used and their contribution to IT service management (ITSM) practices

The purpose of the ITIL Foundation certificate in IT Service Management is to certify that the candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for service management. The ITIL Foundation certificate in IT Service Management is not intended to enable the holders of the certificate to apply the ITIL practices for service management without further guidance.

# Who should attend?

**The target group of the ITIL Foundation certificate in IT Service Management is drawn from:**

- 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 program.

This may include but is not limited to, IT professionals, business managers and business process owners.

# Content & Learning 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)
- Selected roles (awareness)
- Technology and architecture (awareness)

# Why take it?

**Teams can expect to gain a general overview and understanding of ITIL. Key topics include:**

- Reasons why an organization should follow ITIL best practices.
- The organizational impact of a best practice implementation.
- ITIL terminology and definitions.
- Adopting and adapting ITIL principles.
- The benefits and pitfalls of a best practice implementation.
- ITIL success stories.

The ITIL Foundation certificate fulfills the prerequisites for moving up to the intermediate level.

# Are there any prerequisites?

There are no mandatory prerequisites for this ITIL training although experience in IT or related fields is beneficial.

## What courseware is provided?

Each attendee is provided with hard copies of SMME's ITIL® Foundation student manual consisting of presentation slides, corresponding notes and 80 sample exam questions.

## Accreditation:



المؤسسة العامة للتدريب التقني والمهني  
Technical and Vocational Training Corporation

## Delivery Team:



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A young and Dynamic IT change management consultancy

Smart chart is a pioneer change management consultancy that help big businesses do success change initiatives. It helps many leading MENA organizations to respond faster to customer trends, to optimize of project outcomes, product usability, acceptance and increased return on investment by reducing costs associated with change.



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