

# ITIL® 2011 Foundation

An Introduction to ITIL

ITIL Foundation is an important, entry-level qualification for students who want to become knowledgeable about the core elements of the ITIL Framework and how it is used in organizations to enhance the quality of IT service management.

<b>Delivery:</b>	e-Learning	<b>Mock Exam:</b>	Included in Course (x2)
<b>Certificate:</b>	Examination (included)	<b>Duration:</b>	16 hours and 30 minutes, self-paced
<b>Accredited By:</b>	PeopleCert	<b>Language:</b>	English

## Course Overview

The objectives of the ITIL 2011 Foundation course are to enable you to understand the importance of service management, both to the IT service provider, and to its customers, and to introduce you to the service lifecycle and its processes, and the functions which carry out those processes.

Specifically, it shows how the ITIL best practice framework can be used to improve the quality, effectiveness and efficiency of service management in every type of organization.

The course gives an overview of the ITIL Framework which is captured in the 5 core ITIL volumes of Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement (2011 versions).

The ITIL Foundation Certificate has become the IT industry's de-facto introductory professional qualification in the field of IT Service Management.

Gaining your ITIL Foundation Level certification will enable you to progress your development in IT Service Management, and is a pre-requisite for the next level of ITIL qualifications; ITIL Intermediate, MALC and Expert.

## Who Should Take This Course?

The course is ideal for professionals who work within an organization that has implemented ITIL as part of an ongoing service improvement programme. It also provides an excellent introduction to business users who need to be informed about ITIL.

## Examination

The exam is a closed book, multiple choice exam consisting of 40 questions. The pass mark is 65% (26 questions out of 40).

It can be taken online at a place and time that suits you, whilst recording the exam session through your webcam and microphone using PeopleCert.

The recorded video and audio is then retrospectively reviewed by proctors to check for compliance to exam guidelines. You will receive the final result within 10 days.

## Accreditation

This course has been accredited by PeopleCert, who are licensed by AXELOS as an Examination Institute for the ITIL Foundation Certificate in IT Service Management.

