


# ITIL® Foundation in English

The training delivers an introduction to ITIL® Edition 2011. Its content composition is based on the requirements of the accreditor of ITIL® certification exams (Syllabus ITIL 2011) and aims at preparing the participants for a successful attainment of the worldwide accepted ITIL® Foundation certification. The valid certificate belongs in many organizations to the qualification requirements for an accession of some of the IT positions within, such as Service Desk Manager, Incident Manager or Problem Manager. The training is based on the current version ITIL® 2011. The training material is available in English in order to stick with the original terminology which gets intensely used in many, not only international, organizations. In addition, sticking with the original English terminology facilitates the passing of the certification exam which also will be conducted on the English version of tests.

**Course length:** 3 days, certification exam included

**Price:** 19.860 CZK + VAT, certification exam – EXIN or PEOPLECERT - included in price

**Registration:** [registration form](#)  
course can be organized on premise - 

**Dates:** see courses calendar on main page – [www.q4it.eu](http://www.q4it.eu)

**Places:** Brno, Prague, Ostrava

## Target group:

- 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.
- IT professionals, business managers and business process owners.

**Prerequisites:** no pre-requisites

## Course 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, ITIL service lifecycle, Generic concepts and definitions
- Key principles and models (comprehension), Key processes (awareness), Key functions (awareness)
- Key roles (awareness)
- Technology and architecture (awareness)
- Competence and training (awareness)



## Course agenda:

- ITIL® – introduction, history
- Service Management as a practice
- Service lifecycle principles
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- Case study
- Certification exam



ITIL® is a trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

The Swirl logo™ is a trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

The ITIL Accredited Training Organization logo is a trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

The ITIL Approved Examination Organization logo is a trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

## Additional information:

- Course material is in English to keep precise meaning of terms and definitions
- Course participants are provided with hot/cold drinks, lunch, snacks
- Individual and group assignments are part of the course to actively involve course participants
- Course is lead by experienced English speaking trainer with many years practical experience.

## Q4IT s.r.o. is accredited:

- *ITIL Training Organization*
- *Approved Examination Organization*

Q4IT s.r.o. is listed on official [ITIL site](#)