

# ITIL® Foundation

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 by 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:** 11.890 CZ + VAT, (16.890 CZK including PeopleCert exam)

**Registration:** [registration form](#)  
*the 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 work within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contributes 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



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## 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
- The course is lead by experienced English speaking trainer with many years practical experience.

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

- Accredited Training Organization

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