Detailed Content of the ITIL® Foundation course

The course will cover the following topics:

Introduction
- Introduction to the ITIL Foundation course
- Introduction to Service Management

Service Strategy
- Introduction to Service Strategy
- Service Portfolio Management
- Financial Management for IT Services and Risk Management
- Business Relationship Management

Service Design
- Introduction to Service Design
- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- IT service continuity management
- Information security management
- Supplier Management
- Design Coordination

Service Transition
- Introduction to Service Transition
- Change Management
- Service asset and configuration management
- Release and deployment management
- Knowledge Management
- Transition Planning and Support

Service Operation
- Introduction to Service Operation
- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management
- Introduction to the Service Operation functions
- Service Desk
- Operations Management
- Technical Management
- Application Management
- Comunication

Continual Service Improvement
- Introduction to Continual Service Improvement
- Measurement of the service
- Approach and processes of Continual Service Improvement