

INFORMATION TECHNOLOGY SOLUTIONS



ALFENA GLOBAL PROJECTS

Training ■ Consultancy ■ Investment



The background features abstract, flowing lines in shades of blue and purple. These lines form a central, undulating shape that tapers towards the top and bottom. The lines are closely spaced, creating a sense of depth and movement. In the corners, there are patterns of small, light blue dots that fade into the white background, adding a textured, digital feel to the overall design.

IT SOLUTIONS

OVERVIEW

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. The ITIL® Foundation Course gives an introduction of how the practices are used. Trainees learn about Information Technology Infrastructure Library, its design, structure, values and uses.

Upon successful passing of the ITIL® Foundation exam, the trainee will be recognized with 2 credits in the ITIL qualification scheme. N.B. ITIL® Foundation Exam is included in this offer (in Paper or Online Format)

TARGETED AUDIENCE

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 programme
- IT professionals
- Business managers
- Business process owners
- IT Support Staff & IT Consultants
- IT Developers
- Service Providers & System Integrators

LEARNING OBJECTIVES

Candidates can expect to gain knowledge and understanding in the following upon successful completion of the Training and examination components related to the ITIL® Foundation 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)
- Competence and training (awareness).

PREREQUISITES

None, although a familiarity with IT service delivery will be beneficial.

P.S: We strongly recommend candidates to have an intermediate level of English language proficiency or higher to attend the ITIL Course and especially the Foundation, Intermediate & Practitioner Exams.

PROGRAM MODULES

The Course is divided in total of nine logical modules plus Mock Exam Module to cover the syllabus for ITIL® 2011 course, as prescribed by the Examiner. The modules have been arranged in a logical sequence to ensure continuity and consistency of the covered topics.

- Module 1: Service Management as Practice
- Module 2: Service Lifecycle
- Module 3: Service Strategy
- Module 4: Service Design
- Module 5: Service Transition
- Module 6: Service Operations
- Module 7: CSI
- Module 8: Roles, Competency & Training
- Module 9: Technology & Architecture
- Module 10: Mock Exam



PROGRAM AGENDA

Day 1	Day 2	Day 3	Day 4
Course Introduction	Recap day 1	Recap day 2	Foundation Exam
Introduction to ITSM & Service lifecycle Service Strategy	Service Transition	Continual Service Improvement Technology and Architecture	
Lunch			
Service Strategy	Service Transition	Course Recap	
Service Design	Service Operation	Exam preparation & Mock Exam	

ITIL® FOUNDATION - EXAM FORMAT

Type	Multiple choice, 40 questions. The questions are selected from the full ITIL Foundation Certification in IT Service Management examination question bank
Duration	Maximum 60 minutes for all candidates in English language
Provisions for additional time relating to language	Candidates completing an exam in a language that is not their mother tongue have a maximum 75 minutes to complete the exam and are allowed the use of dictionary
Prerequisite	Accredited ITIL Foundation training is strongly recommended
Supervised	Yes
Openbook	No
Pass Score	40/26 i.e. (65%)
Delivery	This examination is going to be delivered in Paper or Online format

ITIL FOUNDATION - EXAM PREREQUISITES

There are no formal prerequisites for taking the ITIL Foundation exam.

EXAM PLANNING

Exams can be taken on the last day of the course. Although, we strongly recommend all candidates to take a two days break and revision after course completion and sit for their exams on the Sixth day.

METHODOLOGY

- Slides and official Axelos's ITIL® Foundation Manual
- Interactive discussions.
- Practical thinking challenges
- Individual and small group thinking

WE DO PROVIDE BELOW COURSES UPON REQUESTS

- CISCO Certified Network Associate (CCNA-R&S)
- CISCO Certified Network Associate (CCNP-R&S)

TRAINER

Mr. Ehab Abo Alazm

- ITIL Expert
- Information Technology Infrastructure Library, Certified Axelos
- PeopleCert Invigilator, CCNP (Cisco Certified Network Professional) RE
- CCNA (Cisco Certified Network Associate)





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