



ITIL® 2011 Foundation Certificate

Interactive teaching.
Imaginative course presentation.
Impressive results.

What Will the Course Give Me?

SED-IT's ITIL Foundation course provides you with a general overview of the IT Service Management Lifecycle, its supporting processes, functions and roles and the key concepts of an integrated IT Service Management framework. Successful completion of this course enables the candidate to enroll in the intermediate courses and advance to the ITIL Expert certificate. This course does not intend to enable the successful candidate to apply the concepts without further guidance.

What You Will Learn

This course stresses basic terminology, structure and basic concepts around the core principles and practices defined in the ITIL Service Lifecycle.

Who Should Attend?

The target audience for this course is anyone who has an interest in Service Management.

Why SED-IT?

SED-IT only uses fully qualified and accredited instructors who also have in-depth practical experience in assisting organizations in their specific "adopt/adapt" initiatives in Service Management. All instructors are senior consultants and provide valuable insight and depth of knowledge. You will not only learn the curriculum but also gain practical insight on how to contribute to a successful Service Management project and environment. SED-IT is a globally accredited organization, via EXIN and PEOPLECERT to provide ITIL education. SED-IT is also fully accredited (as well as the subject matter expert behind its redevelopment) to deliver EXIN's ISO/IEC 20000 educational program (Foundation, Specialist, Auditor, Expert and the Master courses).

Duration & Logistics

This course is 3 days and includes the 60-minute, 40-multiple choice question certification exam completed at the end of the last day. The exam is typically taken online so scores are known immediately. To pass, you must achieve 65% (26/40 correct) to receive the certification. Successful completion of this course and exam allows the candidate to participate in the next level of training. This course provides 2 points of the necessary 22 to achieve the ITIL Expert certification.

Prerequisites

None – just a desire to learn about the ITIL 2011 Service Lifecycle.

Student Materials, Responsibilities & Price

Each candidate will receive a full color course manual (lecture notes, in-course exercises and answers, homework, and practice exams). All materials are distributed on the first day of class.

To successfully complete this course and fully prepare for the examination, candidates should allow a minimum of 60-90 minutes of study/review per evening. Candidates are expected to fully participate in all course activities.

Course price: \$1,595 (includes all materials and the exam); volume discounts available

Next Steps

Speak with us at **502-456-4322**, send an e-mail with your requirements to **info@practical-itsm.com** or visit the course page at **www.practical-itsm.com/Foundation**.