

Five-day ITIL® “Foundation Plus” Course with Certification Exam

The ITIL® Foundation Course introduces participants to the principles and core elements of the service lifecycle approach to IT Service Management according to the ITIL framework of best practices. **ITIL V3 was updated in 2011, and this course includes those updates.**

Are you wasting your training dollars on boot camps?

As the scope of the IT Infrastructure Library® (“ITIL”) expands, more material gets packed into a three-day certification class. Unfortunately, this only leaves time for instructors to cover what is on the exam without room in the schedule for practical application, meaningful discussion, or tying ITIL to real-world situations. **Students may earn a certification, but what have they truly learned in three days?**

Knapp I.T.’s unique **five-day approach** creates a **partnership** between your organization and ours, providing your company a dedicated trainer/consultant, a customized ITIL roadmap, a space for students to understand how their training enables the organization, and provides students the necessary breathing room to actually absorb the material, use the vocabulary, and apply it to their workplace.

In this five-day approach, students attend a kick-off session with your organization’s leadership, setting the tone of the course, followed by four days of classroom training. Training concludes with the ITIL Foundation certification exam, and a post-exam “real world application” session.

Course Overview

The ITIL Foundation Course introduces participants to the principles and core elements of the service lifecycle approach to IT Service Management according to the ITIL® Version 3 framework of best practices.

This intensive course provides an awareness-level understanding of ITIL concepts through lecture, presentation, collaborative exercises, and discussion. Students are led through guided dialogues which illuminate ITIL implementation opportunities, tips, and tricks specific to your organization. The 28 ITIL processes, four functions, and key concepts and models are described, as well as their goals, objectives, benefits, roles, and interdependencies.

Students are prepared to take the optional ITIL Foundation Examination, which is proctored in class on Friday morning.

ITIL Foundation Objectives

1. Garner an awareness of the main processes of ITIL’s five core books as published by The Cabinet Office: *Service Strategy*, *Service Design*, *Service Transition*, *Service Operation*, and *Continual Service Improvement*
2. Learn the valuable ITIL vocabulary, key concepts, models, roles, relationships, and implementation considerations
3. Understand how these processes contribute to making an IT organization manageable, efficient, and effective
4. Learn ITIL’s standardized vocabulary
5. Prepare for and take the ITIL Foundation examination to be taken in class

“Foundation Plus” Objectives

All of the above, plus:

1. Apply the ITIL roles described in the core publications and to your workplace’s personnel
2. Understand your organization’s ITIL path
3. Understand where various students and co-workers fit in with the ITIL framework
4. Discuss IT challenges unique to your company, and how ITIL can potentially address them
5. Allow ITIL Foundation students to understand why they are taking training, why their leadership thinks it’s important, and all the work that has been done so far
6. To build momentum around the ITIL/ITSM framework

Target Audience

- IT Managers, IT staff, and process owners
- Operational staff
- IT Leadership
- Business/IT liaisons
- Application, project, and business managers directly involved in IT
- Any member of IT organizations seeking process and service improvements

Prerequisites

There are no mandatory prerequisites, although experience in an IT environment is highly recommended.



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Course Outline:

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<p>9:00am: The trainer/consultant meets with IT Leadership to discuss current ITIL path, expectations, challenges and successes.</p> <p>11:00am: Students of this upcoming week's class are invited to meet with IT Leadership to understand why they are taking training, why ITIL is important in the organization, and where the company stands on the ITIL implementation path. Former students are also invited to this meeting as mentors to new students.</p> <p>This meeting sets the stage and tone for the students, and preemptively answers their "Why are we taking this training?" question.</p> <p>2:00pm: IT Leadership and former students meet to discuss the ITIL roadmap, and to get the status of various ITIL initiatives and projects. The trainer/consultant provides feedback, suggestions, and direction, as well as answers questions.</p>	<p>9:00 – 4:30pm: Day 1 of ITIL Training.</p> <ul style="list-style-type: none"> • Introduction to IT Service Management <ul style="list-style-type: none"> ○ Brief history of ITIL® / certification paths ○ <i>Issues and Challenges exercise</i> ○ Service Management as a Practice ○ Introduction to the Service Lifecycle ○ What is a process? How do we measure quality? • Module 1: Service Strategy <ul style="list-style-type: none"> ○ Service Strategy overview and outputs ○ Creating and calculating value ○ Four key processes of <i>Service Strategy</i> ○ Focus on Demand Management ○ Sample questions 	<p>9:00 – 4:30pm: Day 2 of ITIL Training</p> <ul style="list-style-type: none"> • Module 2: Service Design <ul style="list-style-type: none"> ○ Overview, inputs, and outputs ○ The 4 Ps of ITSM ○ The 5 Aspects of Service Design ○ The Service Design Package ○ <i>"Why is adequate Service Design important?" exercise</i> ○ Focus on Service Level Management ○ Seven key processes of Service Design ○ Technology / automation considerations ○ Sample questions • Module 3: Service Transition <ul style="list-style-type: none"> ○ Overview, inputs, and outputs ○ Four key Service Transition processes ○ Process interrelationships and "The Trifecta" ○ <i>"A Day in the Life of a Change" exercise</i> ○ Sample questions 	<p>9:00 – 4:30pm: Day 3 of ITIL Training</p> <ul style="list-style-type: none"> • Module 4: Service Operation <ul style="list-style-type: none"> ○ Overview, inputs, and outputs ○ Communication considerations ○ Business Value Starts Here! ○ ITIL's Four Functions ○ <i>Service Desk Exercise</i> ○ Five processes of Service Operation ○ Incidents and Problems: The user vs. the printer ○ Sample questions • Module 5: Continual Service Improvement <ul style="list-style-type: none"> ○ What and why do we measure? ○ Two methods for improvement ○ Lifecycle phase relationships ○ Sample questions 	<p>9:00am: Final review. Together we prepare for the ITIL Foundation Exam; exam tips and tricks are provided and practiced. Mock exams are proctored, graded, and reviewed together. Quiet study time is provided.</p> <p>11:00am: The official ITIL Foundation Exam is proctored in class.</p> <p>1:30pm: After lunch, students return to class. With the pressure of the exam off their minds, students are led through activities and discussion to apply the ITIL concepts to their specific workplace. We talk about challenges of implementation, spheres of influence, and the organization's implementation path.</p> <p>These students are now "graduates" and will attend future 2pm meetings on Mondays to mentor new students.</p>

All students receive:

- On-site instruction by a certified ITIL® Expert and Accredited Trainer
- One student binder per student, containing all presentation slides and detailed notes
- An ITIL® glossary and acronym list for each student
- Two practice exams per student
- Exam preparation, including test-taking strategies
- ITIL flash cards for each phase of the service lifecycle, containing key words, mnemonic phrases, and “memory joggers”
- One .pdf copy of the ITSMF ITIL® Pocket Guide per student
- A course completion certificate
- **Official ITIL® Foundation Exam provided at the conclusion of class, proctored by an accredited examination supervisor**

About Knapp I.T., Inc.



Knapp I.T., Inc. is a boutique IT Service Management training and consultancy firm based in Wilmington, Delaware. Owned and operated by **Author, Accredited Trainer, and Certified ITIL® Expert Jill Knapp**, her ITIL Foundation students have enjoyed a 100% pass rate over the past 24 months. She co-taught the world’s first ITIL V3 Foundation class with exam in June of 2007.

Her roster of clients and talented students include ESPN, Dell, HP, the Federal Reserve Bank, UPS, FedEx, Merck, Bristol-Myers Squibb, Nortel, the University of Texas, the Canadian Armed Forces, the USDA, EMC, RIM, SAIC, Huntington Bank, Lancaster General Hospital, and Lower Colorado River Authority.

Knapp I.T. is a trusted and reliable partner of many training organizations worldwide, such as New Horizons Computer Learning Centers, Knowledge Peak, TEK Systems, Third Sky, and ITPreneurs, and is on the faculty at Villanova University as an adjunct professor, ITIL curriculum designer, and subject matter expert.

Active in the ITIL community as a Service Operation and team-building buff, Jill applies her past technical experience and Education degree to turn ITIL concepts into real-world results for her students and clients.

Jill Knapp is the author of **ITIL V3 Foundation Exam Video Mentor**, published in 2010 by Pearson/Que/InformIT.

Knapp I.T., Inc. is a **Woman-owned Small Business** with a commitment to green sustainability, and a proud Sponsor of the Arts.

What students are saying about working with Knapp I.T., Inc.:

“I met Jill as the instructor of my ITIL Foundations V3 class at New Horizons of Austin. With her skillful teaching, I was able to pass the exam with ease. Immediately after the class I reached out to Jill to bring her to LCRA to conduct three large ITIL training sessions for fellow IT staff and business partners through New Horizons of Austin. Those classes were so successful we brought her back as a consultant on various ITIL initiatives. She was wonderful to work with, is deep on experience, and helped us design some really great processes that will serve LCRA well into the future. I highly recommend Jill and hope to bring her in on future engagements.”

-- M. Whitworth, Technology Process Manager, Lower Colorado River Authority

Comments or suggestions about the instructor or course content:

great energy & enthusiasm for the course ; a natural at teaching

Comments or suggestions about the instructor or course content:

One of the best courses I have ever been on!

Comments or suggestions about the instructor or course content:

Jill was Awesome!

This instructor was the best I have ever had!