

Quick Guide to ITIL®



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What is ITIL®?

- ITIL® is a public framework that describes best practice in IT Service Management.
- Service Management is a set of specialised organisational capabilities for providing value to customers in the form of services.
- Specialised organisational capabilities are all of the processes, methods, functions, roles and activities that a Service Provider uses to enable them to deliver services to their customer.
- The primary objective of Service Management is to ensure that IT services are aligned to the business needs.
- IT services must underpin existing business processes but more importantly IT must act as an agent for change to facilitate business transformation.

ITIL® objectives

- To align IT services with the current and future needs of the business and its customers.
- Improve the quality of IT services delivered.
- Reduce the long-term cost of service provision.
- Improve business efficiency, responsiveness and 'time to market'.
- Optimise the performance of IT assets.
- Support compliance with regulatory and governance demands.
- Help establish a culture of 'Continuous Improvement'.

What does the ITIL® Foundation cover?

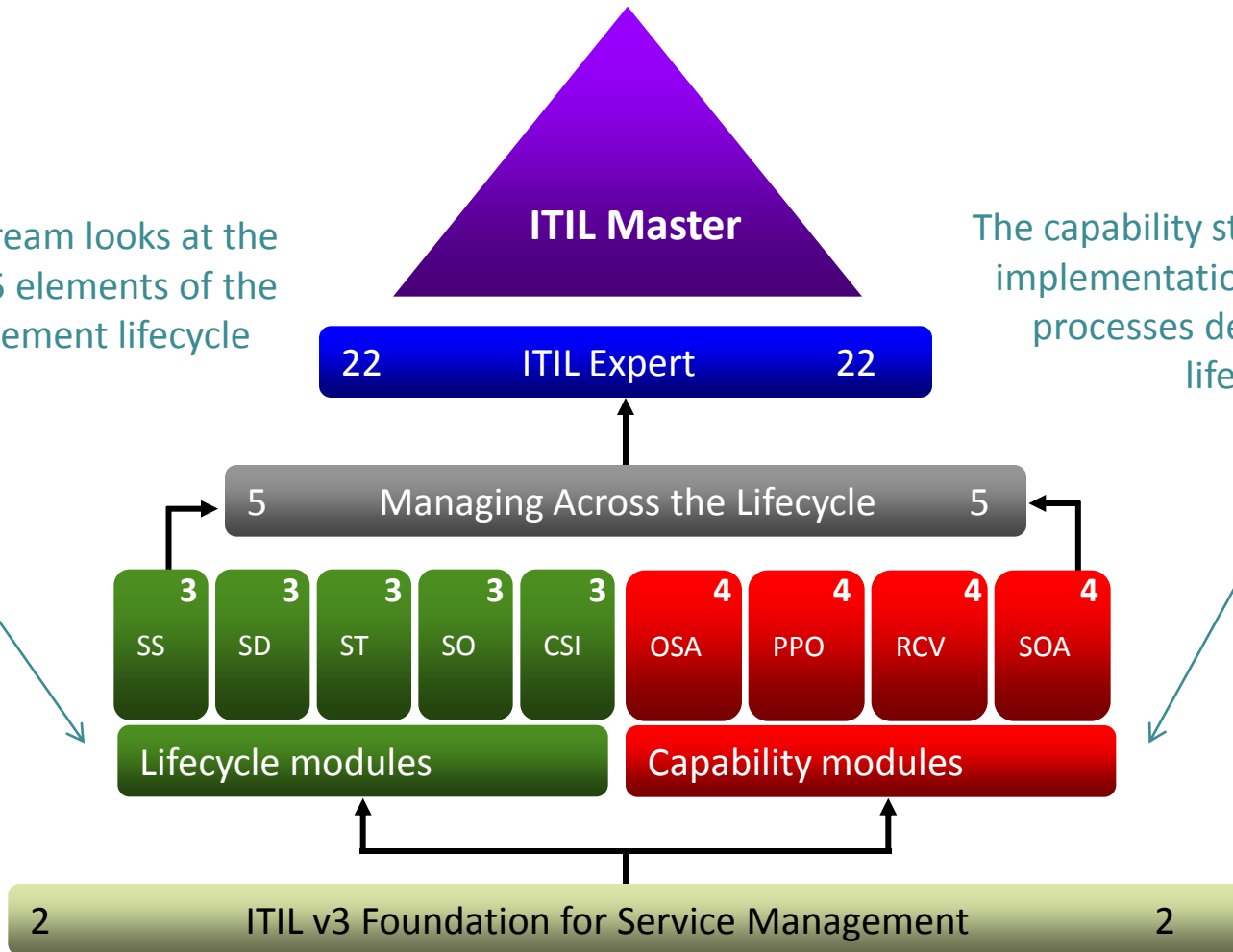
- Key principles, concepts and terminology of ITIL®:
 - Processes, functions and roles.
- The ITIL framework and how it all fits together:
 - The scope is what to do, not how to do it.
 - Organisations need to adopt and adapt ITIL® to meet the needs of their specific environment and business challenges
- The Service Lifecycle:
 - Service Strategy – what the strategy should contain and how it should be structured.
 - Service Design – people, processes, products and partners.
 - Service Transition – how to transfer services into a ‘live’ operation.
 - Service Operation – optimising how services are delivered so that the business can achieve its objectives.
 - Continual Service Improvement – analyse and make recommendations to continually improve service quality.

ITIL® Qualifications

The ITIL® qualifications structure is based on a points system. The points value of each course is shown on this diagram. To achieve the ITIL® expert qualification, it is necessary to gain 22 points.

The life-cycle stream looks at the theory of each 5 elements of the service management lifecycle

The capability stream looks at the implementation and use of the processes described in the lifecycle



Foundation Examination

- 1 hour multiple choice paper.
- 40 questions:
 - 4 answers for each.
 - 1 is correct.
 - 3 are wrong.
- No negative marking.
- Pass mark 26.

What people say about the course

“A well paced course that helped me understand the basics of service management”

“ The trainer was excellent and it was so helpful to hear his stories about applying service management in practice because he had examples of overcoming a lot of the problems that my company will have”

“I found the explanation of the lifecycle really helpful and I liked how the five pieces fitted together – it all makes sense now!”

“Nearly all of my colleagues have this qualification and this course has helped me catch up and appreciate their perspective”

“I appreciated the way the course built up my knowledge step by step. I learnt a lot but I didn't feel overwhelmed”

Is a qualification important?

- ITIL® Foundation is the entry level for many IT roles – in a recent survey over 60% of IT Service Management jobs required an ITIL® qualification.
- Example recruitment requirements:
 - You will have experience working within an ITIL® environment (certification preferred).
 - You will be heavily involved in the on-going implementation and development of ITIL® based processes – ITIL® certification is essential to be considered for this role.
 - Good knowledge of ITIL® is essential for this role.
- ITIL qualifications demonstrate that you have the capacity to learn about the context of your role, and that you remain current with best practice thinking.
- Your qualification demonstrates that you have a personal commitment to continual professional development.

Why choose Maven Training?

To deliver ITIL® courses [Maven](#) has partnered with Fox IT who are recognised experts in the field of service management and can demonstrate:

- Training experience:
 - Fox IT has trained over 30,000 students in 35 countries in 7 languages
- Thought leadership:
 - Fox IT trainers have been instrumental in the development of ITIL since its inception, including contributions to the original materials, the 2001 refresh, the "Planning to Implement Service Management" publication, and lead authorship of the ITIL v3 "Service Design" book.
- Practical experience:
 - Fox IT has delivered hundreds of service management consultancy projects covering service management strategy, assessment, implementation and continuous improvement. The firm has developed a wide-ranging collection of consultancy resources including a customizable web-based ITIL process model.

NEXT STEPS

If you would like to develop your service management skills we recommend this entry level course: [ITIL® Service Management Foundation](#)

If you would like to discuss how to develop service management skills within your organisation, please contact us to arrange a free business review – info@maventraining.co.uk

Call today on **020 7089 6161** to discuss your requirements or visit the [Maven website](#) for more information.

