



ITIL Foundation Training

Goals

The participants ...

- Get a general basic understanding of IT-Service-Management in order to ITIL
- Learn details about the main ITIL topics:
 - Service Support
 - Service Desk
 - Incident Management
 - Problem Management
 - Configuration Management
 - Change Management
 - Release Management
 - Service Delivery
 - Service Level Management
 - Financial Management
 - Capacity Management
 - Continuity Management
 - Availability Management
 - Security Management
- and will become enabled to pass the [ITIL Foundation Certification](#).

Duration

It is most efficient to do the training on 3 days, best would be Wednesday to Friday.

I strongly recommend the participants to reserve the first two evenings for learning.

The examination will ideally be the third day after lunch.

Language

I offer the training (and all documentation) as well in [German](#) as in [English](#), but the training will be hold of course only in one language.

Preconditions for the participants

- The participants must be willed to spend the evenings of the first two course days to learn and to answer test questions.
- For the examination the participants need a valid passport.

Preconditions to do the training

- Because of the workshop character the number of participants is limited to 12.
- We need a separated room, which can also be used for the examination.
- I need a white wall for the projection. On demand I can take my own beamer.
- All participants will get the [documentation in a printed form](#). They do not need further material.

ITIL Foundation Certification (Examination details)

- The certification is personal, not for companies.
- The examination is to be executed by an authorized organization.
(like TÜV in Germany)
- The candidates need to present a valid passport to access the examination.
- The examination (status 2006) takes 60 minutes and contains 40 questions with exactly 1 correct answer to be marked with a cross by multiple choice
 - Up from (including) 26 correct answers you have passed.
 - The results will be checked immediately after the examination and published to the candidates.
 - In case of failing the examination can be repeated at any time and as often as needed. (But each examination does cost money.)

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