

Are you considering a career in IT Service Management?

ITIL® Foundation Certificate in IT Service Management

- ✓ Gain an internationally recognised qualification in IT Service Management
- ✓ This 3 day course will include face to face learning, hands on exercises to reinforce knowledge gained, and practice examinations
- ✓ Online pre-course learning, access to a QA ITIL smartphone app and video-on-demand support for use before, during and after the course
- ✓ 12 months free associate membership of the British Computer Society

Who is the course for?

This course is aimed at Service leavers with existing experience in IT, and is an ideal qualification for anyone involved in the ongoing management, coordination or integration of operational activities within the IT Service Lifecycle.

Although there are no formal pre-requisites for attending this course, it is essential that you have prior IT experience in order to maximise your chances of success in the exam and at interview.



Programme Structure

This 3 day classroom based course covers the following:

ITIL® Foundation Certificate in IT Service Management

Gain an understanding of the key principles, processes, concepts and functions of IT Service Management.

- ◆ Overview of the key elements and concepts of the IT Infrastructure Library (ITIL) which provides an end-to-end view of IT and its integration with business strategy.
- ◆ Knowledge of the terminology used within IT Service Management.
- ◆ One hour multiple choice exam on day 3

Employment Opportunities

This qualification could lead to job roles including: IT Development, Implementations Specialist, Analyst, Service Delivery, IT Consultant or Project Manager and such positions are frequently advertised on RightJob and commercial job finding sites.



What support will I receive?

This course is delivered by a QA expert tutor. In addition to the e-learning materials provided prior to each course, delegates will also receive:

- ◆ Ongoing tutor support for up to three months post course.
- ◆ Access to the QA Smartphone ITIL app available via iTunes and Play store.
- ◆ Access to full length modular course videos from 5 days prior to the course through to 3 months post course to assist with revision and application of ITIL.
- ◆ A free re-sit is available for the Foundation exam.



Further Study

The ITIL qualification scheme is based on a credit system that leads to the Expert Certificate in IT Service Management. Each qualification can be used as a stand-alone course, or the credits can be used towards gaining ITIL Expert status. The ITIL qualification scheme will be discussed during this course.

Other relevant training offered by CTP:

- ◆ Prince 2 and Prince 2 Agile
- ◆ Lean Six Sigma (Green Belt)
- ◆ Association for Project Management (APM)
- ◆ MCSA 2012
- ◆ Leading and Managing Organisational Resilience
- ◆ CCNA Cisco Certified Network Associate
- ◆ CompTIA Network+ and Security+
- ◆ Introduction to Digital Forensics

Course Fees and How to Fund

The course is Non-Contract Funded and therefore the cost of the course is to be **paid direct to the Course Booking & Information Centre** in advance as soon as possible after course booking or your place may be re-allocated. Payment is to be made by credit/debit card over the phone.



Course fees: £585.00

Exam fees: £108.00

Total Cost: £693.00

ELC funding may be used towards this course.

MOD policy on using ELC funding permits you to combine appropriate courses and submit them on one claim to achieve greater outcomes from your training. This course links to other related CTP courses that you may find of benefit and could increase your employability. Your Career Consultant will be happy to discuss this with you and you can also research further on the CTP website.

To book your place on this course, contact us today

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