# Information Technology Infrastructure Library (ITIL)
## ITIL Foundation Certification
## Course Syllabus
## 16.50 Hours

## Course Description
Information Technology Infrastructure Library (ITIL) coursework is designed to provide students a basic understanding of the ITIL framework and how it is used to enhance the quality of IT service management within an organization. The module prepares students for the ITIL Foundation exam that certifies the student has achieved a fundamental level of knowledge of ITIL terminology, structure and basic concepts, and has a comprehensive understanding of the core principles of ITIL practices for IT Service management. The coursework in this series represents the ITIL 2011 Edition. This course covers the objectives for the certification exam:

- **ITIL Foundation V3**

## Learning Objectives
Upon completion of the course, students will understand:

- ITIL® Service Transition processes and policies, including release and deployment management, knowledge management, asset transition, service, and validation, and change management.
- Features of Service Management, scope and value of each Service Lifecycle stage, how value is created through service assets, and how these service assets can perform better through service automation
- Key CSFs, KPIs, challenges, and risks of Strategy Management for IT services and Service Portfolio Management including main considerations for the Strategy Management of an organization's IT services
- The activities of the strategy execution stage and the measurement and evaluation stage of the Strategy Management process for IT services and the activities of the strategic assessment and strategy generation stages of the Strategy Management process for IT services
- Key considerations for business relationship management in an organization's IT services, and how business relationship management supports customer satisfaction in Service Strategy including the components of the ISM and the objectives of the ISMS elements, the sequence of stages in the ITSCM Lifecycle, and the responsibilities of the security manager and the IT service continuity manager
- How to properly conduct activities in the negotiating, monitoring, reporting, and reviewing phases of the SLM process, as well as which Availability Management formula to use in a given scenario and responsibilities of the Service Catalog and Availability manager, including the characteristics of the Service Catalog
- The best practice principles for effective communication in Service Operation, strategies for facilitating successful meetings, which service desk structure to use in given examples, and how to identify the four roles of Application Management
- The Service Operation processes within the ITIL® Service Lifecycle, including Incident Management and Problem Management, as well as Event, Request, and Access Management
- The benefits to a business of adopting and implementing standard and consistent approaches for CSI, typical information that should be included in a CSI register, and how the Deming cycle integrates with the CSI seven-step improvement process, as well as outlining the best practices for data processing and analysis using the CSI seven-step improvement process

## Course Format
Information Technology Infrastructure Library (ITIL) is a self-paced, online course delivered through the learning management system Skillsoft. The site to access the coursework is su.skillport.com. Login credentials will be provided to you on the cohort launch date. If you do not receive them by the launch date, please check your

Spam/Junk folder of your email and/or contact your advisor or O2O program coordinator. Once you have logged into your account, you can locate the coursework by selecting "View My Learning Plan."

Coursework is delivered through videos, tutorials, and tests. No textbooks are required for the course; however, students are encouraged to utilize additional resources to assist with certification preparation. Resource Guides with lists of supplemental study materials for each certification are available at http://libguide.get-vet.syr.edu/curriculum/.

## Course Completion Requirements
Information Technology Infrastructure Library (ITIL) coursework is due within 90 days from the assignment date. The course hours listed at the top of the syllabus reflect the time it would take to click through the slides and do not account for taking notes or the end of module tests. You must complete all nine modules listed within Topic 1. Successful completion of a module is marked after you review the lesson videos and score 80% or higher on the end of module tests.

At the beginning of a module, you will be asked to take a pre-test. Scoring 80% or higher on the pre-test signifies competence in the information that will be covered; you will therefore be waived from completing the module. A non-credit certificate of completion will be awarded for successful completion of the coursework.

## Industry Certification Requirements
In order for the program to fund your ITIL certification exam you will need to meet the ITIL practice exam requirements. Your advisor or O2O coordinator will provide you with access to the practice exam as well as completion instructions once you have finished the coursework.

## Support
- For technical support, please contact Skillsoft Support at support.skillsoft.com
- For course content support, please utilize Skillsoft's "Ask My Mentor" tool, located in the left-hand Menu within the module course player
- For program support or questions, please contact your advisor or O2O program coordinator

## Course Outline

### Topic 1: ITIL Fundamentals

1.1 ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle

1.2 ITIL® 2011 Edition Foundation: Service Strategy Fundamentals

1.3 ITIL® 2011 Edition Foundation: Service Strategy Processes

1.4 ITIL® 2011 Edition Foundation: Service Design Fundamentals

1.5 ITIL® 2011 Edition Foundation: Service Design Processes

1.6 ITIL® 2011 Edition Foundation: Service Transition Processes and Policies

1.7 ITIL® 2011 Edition Foundation: Introduction to Service Operations

1.8 ITIL® 2011 Edition Foundation: Service Operations Processes

1.9 ITIL® 2011 Edition Foundation: Continual Service Improvement