The Art of Service
Career Driven

1344 Gympie Road, Suite #19, Aspley, QLD 4034, Australia
The Art of Service: +61 (0)7 3263 7576
Email: service@theartofservice.com

ITIL® Foundation eLearning Course

Quick Facts:

Certificate: ITIL Foundation in IT Service Management	**Credits:** 2 Credits (Towards ITIL Expert)
Duration: 18 Hours	**PMI® PDUs:** 18
Course Delivery: eLearning, Quiz Questions, Sample Exam	**Accredited By:** CSME and Loyalist Certification Services
Language: English	**Prerequisites:** None

About This Course:

This online educational program is focused on assisting in a common understanding of IT Service Management principles and leads to an optional examination for the official ITIL Foundation Certificate in IT Service Management.

The program is aimed at enabling participants to understand the basic terms, concepts, and relationships between the ITIL processes and functions. The Foundation Certificate is the entry level within the ITIL IT Service Management certification scheme.

The program includes a range of learning activities, including:

* Short presentations supported by accredited trainer audio
* Downloadable resources (PDF documents)
* End of module review questions to assess your content knowledge
* A full 40 question sample exam to assist in your exam preparation

Learning Objectives:

Students can expect to gain knowledge and understanding in the following upon successful completion of the education and examination components related to this certification.

* Comprehension on Service management as a practice
* Comprehension on The ITIL service lifecycle
* Awareness on Generic concepts and definitions
* Comprehension on Key principles and models
* Awareness on Selected processes
* Awareness on Selected functions
* Awareness on Selected roles
* Awareness on Technology and architecture
* Awareness on Competence and training