

Passport Online with Exam



About the Course

ITIL® Passport is accredited by the APM Group to support self-study distance learning for the ITIL® Foundation exam. SPOCE's self-study products aim to provide you with a straightforward route to becoming a fully certificated professional in your own time and at your own pace.

ITIL Passport is compatible with laptops, desktops, android tablets, iPads and mobile devices.

Contents

- 9 modules with associated interactive lessons
- Notes to support each lesson to consolidate the learning
- Module level exam simulation directly aligned to the ITIL® syllabus
- Online support, forums, chat and progress reports
- ITIL® Foundation exam simulations
- Interactive exercises to assist with knowledge retention
- Extensive Exam Approaches module to support the Foundation exam

Benefits of Passport

- Provides flexibility for those wishing to study at a time, pace and place convenient to them
- A flexible choice of self-study options using innovative leading-edge e-learning developed by industry experts
- A cost-effective solution for both individuals and organisations
- People using SPOCE e-learning products consistently achieve a higher score in the Foundation exam
- Achieving the Foundation Certificate using Passport will enable candidates to progress on to further levels with the ITIL® qualifications framework
- Online learning gives you the freedom to access from any location.

Exam Information

The Foundation Exam is a 1-hour, closed book exam of 40 multiple-choice questions. The pass mark is 65%. You can take the Foundation Exam “online anywhere at anytime”, or paper-based at one of our exam centres in:

- Birmingham, Bournemouth, Fleet, London, Manchester, Oxford.

Passing the exam will give you an internationally recognised professional qualification.

Options

- ⇒ **Online eLearning Only**
- ⇒ **ITIL Passport Foundation**
Includes e-Learning, Foundation, Exam, Support
- ⇒ **Group Licenses**
Company licenses and blended learning options



www.spoce.com • info@spoce.com • +44 (0)1202 736373

E-learning • Classroom Training • Blended Learning

Passport Online with Exam - Content



Getting Started

Getting to grips with ITIL Terminology. What is IT Infrastructure Library? Why is ITIL so successful? ITIL Lifecycle Core. Foundation Certificate in IT Service Management.

Service Management as a Practice

Definition of a Service. Concepts of Service Management. Need and Source for Best Practice. What is a Service. Types of Service. Who are Stakeholders? Key Definitions. What are Processes? Functions and Roles. Key Roles? The RACI Matrix.

Service Strategy

Purpose, Objectives and Scope. Creation of Value. Components of Value. How Customers Perceive Value. Assets, Resources and Capabilities. Service Provider Types. Service Strategy Processes. Business Relationship Management. BRM Vs. SLM. Service Portfolio. Service Portfolio Management. Risk Management. Financial Management. Business Case. Value to Business.

Service Design

Purpose, Objectives and Scope. Five Aspects of Service Design. Service Design Package. Four P's of Service Design. Service Design Processes. Design Coordination. Service Catalogue Management. Service Catalogue Views. Service Level Management. How Service Level Management Works. SLA Contents, Monitoring and Interactions. Availability Management. Availability Management Explained. Capacity Management. IT Service Continuity Management. Information Security Management. Supplier Management. Value to Business.

Service Transition

Purpose, Objectives and Scope. Service Transition Processes. Transition Planning Support. Change Management. Change Management Process Flow and Interactions. Release and Deployment Management. Service Asset Configuration Management. Knowledge Management. Value to Business.

Service Operation

Purpose, Objectives and Scope. Communication. Service Operation—Functions and Processes. Service Desk. Application and Technical Management. IT Operations Management. Event Management. Incident Management. Incident Management Procedure. Request Fulfilment. Access Management. Problem Management. Problem Management Procedure. Value to the Business.

Continual Service Improvement

Purpose, Objectives and Scope. Deming Cycle. CSI Approach. Measurement Metrics. CSF KPI. CSI Register. Seven Step Improvement. Governance. Value to Business.

Technology Considerations

Technology Considerations. Technology Benefits. Core Requirements. Tool Selection

Exam Preparation

Competence and Training. Qualifications. Foundation Exam Overview. Foundation Exam Approaches. (Hints and tips on exam approach; Style of questions) Full Foundation exam simulation with references to both the e-learning Module / Lesson and the ITIL Syllabus and interactive adaptive reasoning feedback.

All modules include related Lessons, Interactive Tasks, sample Foundation Exam Simulation, Glossary and Syllabus.

www.spoce.com • info@spoce.com • +44 (0)1202 736373

E-learning • Classroom Training • Blended Learning