

 uCertify

Course Outline

ITIL[®] Foundation



Lesson



Practice test

Contents

1. Course Objective
2. Pre-Assessment
3. Exercises, Quizzes, Flashcards & Glossary
Number of Questions
4. Expert Instructor-Led Training
5. ADA Compliant & JAWS Compatible Platform
6. State of the Art Educator Tools
7. Award Winning Learning Platform (LMS)
8. Chapter & Lessons
Syllabus
Chapter 1: Service Management as a Practice
Chapter 2: Understanding Service Strategy
Chapter 3: Service Strategy Processes
Chapter 4: Understanding Service Design
Chapter 5: Service Level Management: Aligning IT with Business Requirements
Chapter 6: The Other Service Design Processes
Chapter 7: Service Design Roles
Chapter 8: Understanding Service Transition and the Change Management Processes
Chapter 9: Service Transition Processes
Chapter 10: Delivering the Service: The Service Operation Lifecycle Stage
Chapter 11: The Major Service Operation Processes
Chapter 12: The Other Service Operation Processes
Chapter 13: Understanding Continual Service Improvement
Chapter 14: Appendix A

Videos and How To

9. Practice Test

Here's what you get

Features

10. Post-Assessment

1. Course Objective

Kick start your prep for the ITIL Foundation EX0-101 certification exam with the ITIL Foundation course. Interactive chapters comprehensively cover ITIL Foundation EX0-101 certification exam objectives and teach you about service design roles, service operation processes, continual service improvements, service design processes, service transition processes, and service strategy processes.

2. Pre-Assessment

Pre-Assessment lets you identify the areas for improvement before you start your prep. It determines what students know about a topic before it is taught and identifies areas for improvement with question assessment before beginning the course.

3. Exercises

There is no limit to the number of times learners can attempt these. Exercises come with detailed remediation, which ensures that learners are confident on the topic before proceeding.

263
EXERCISES

4. Quizzes

Quizzes test your knowledge on the topics of the exam when you go through the course material. There is no limit to the number of times you can attempt it.



397

QUIZZES

5. Flashcards

Flashcards are effective memory-aiding tools that help you learn complex topics easily. The flashcard will help you in memorizing definitions, terminologies, key concepts, and more. There is no limit to the number of times learners can attempt these. Flashcards help master the key concepts.

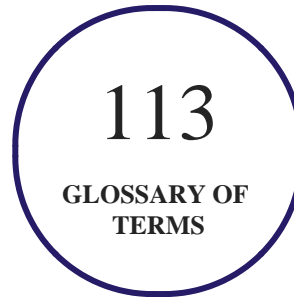


213

FLASHCARDS

6. Glossary of terms

uCertify provides detailed explanations of concepts relevant to the course through Glossary. It contains a list of frequently used terminologies along with its detailed explanation. Glossary defines the key terms.



7. Expert Instructor-Led Training

uCertify uses the content from the finest publishers and only the IT industry's finest instructors. They have a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can study at your own pace. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7.

8. ADA Compliant & JAWS Compatible Platform

uCertify course and labs are ADA (Americans with Disability Act) compliant. It is now more accessible to students with features such as:

- Change the font, size, and color of the content of the course
- Text-to-speech, reads the text into spoken words
- Interactive videos, how-tos videos come with transcripts and voice-over
- Interactive transcripts, each word is clickable. Students can clip a specific part of the video by clicking on a word or a portion of the text.

JAWS (Job Access with Speech) is a computer screen reader program for Microsoft Windows that reads the screen either with a text-to-speech output or by a Refreshable Braille display. Student can easily navigate uCertify course using JAWS shortcut keys.

9. State of the Art Educator Tools

uCertify knows the importance of instructors and provide tools to help them do their job effectively. Instructors are able to clone and customize course. Do ability grouping. Create sections. Design grade scale and grade formula. Create and schedule assignments. Educators can also move a student from self-paced to mentor-guided to instructor-led mode in three clicks.

10. Award Winning Learning Platform (LMS)

uCertify has developed an award winning, highly interactive yet simple to use platform. The SIIA CODiE Awards is the only peer-reviewed program to showcase business and education technology's finest products and services. Since 1986, thousands of products, services and solutions have been recognized for achieving excellence. uCertify has won CODiE awards consecutively for last 5 years:

- **2014**
 1. Best Postsecondary Learning Solution

- **2015**
 1. Best Education Solution
 2. Best Virtual Learning Solution
 3. Best Student Assessment Solution
 4. Best Postsecondary Learning Solution
 5. Best Career and Workforce Readiness Solution
 6. Best Instructional Solution in Other Curriculum Areas
 7. Best Corporate Learning/Workforce Development Solution

- **2016**
 1. Best Virtual Learning Solution
 2. Best Education Cloud-based Solution

3. Best College and Career Readiness Solution
4. Best Corporate / Workforce Learning Solution
5. Best Postsecondary Learning Content Solution
6. Best Postsecondary LMS or Learning Platform
7. Best Learning Relationship Management Solution

- **2017**

1. Best Overall Education Solution
2. Best Student Assessment Solution
3. Best Corporate/Workforce Learning Solution
4. Best Higher Education LMS or Learning Platform

- **2018**

1. Best Higher Education LMS or Learning Platform
2. Best Instructional Solution in Other Curriculum Areas
3. Best Learning Relationship Management Solution

11. Chapter & Lessons

uCertify brings these textbooks to life. It is full of interactive activities that keeps the learner engaged. uCertify brings all available learning resources for a topic in one place so that the learner can efficiently learn without going to multiple places. Challenge questions are also embedded in the chapters so learners can attempt those while they are learning about that particular topic. This helps them grasp the concepts better because they can go over it again right away which improves learning.

Learners can do Flashcards, Exercises, Quizzes and Labs related to each chapter. At the end of every lesson, uCertify courses guide the learners on the path they should follow.

Syllabus

Chapter 1: Service Management as a Practice

- Best-Practice Approaches and ITIL
- Why Is ITIL So Successful?
- Services, Customers, and Stakeholders
- Understanding the Concepts of Service Management and IT Service Management
- Understanding Processes and Functions
- Introducing the Service Lifecycle
- Summary
- Exam Essentials
- Review Questions

Chapter 2: Understanding Service Strategy

- Understanding the Service Strategy Stage
- Understanding Key Concepts of Service Strategy
- Summary
- Exam Essentials
- Review Questions

Chapter 3: Service Strategy Processes

- Understanding Service Portfolio Management
- Understanding the Financial Management Process
- Understanding the Business Relationship Management Process
- Summary
- Exam Essentials
- Review Questions

Chapter 4: Understanding Service Design

- Understanding the Purpose, Objectives, and Scope for Service Design
- Describing the Service
- Four Key Elements of Service Design
- Building the Service
- Five Major Aspects of Service Design
- Summary
- Exam Essentials
- Review Questions

Chapter 5: Service Level Management: Aligning IT with Business Requirements

- The Purpose, Objectives, and Scope of Service Level Management
- Capturing Service Level Requirements
- Understanding the Service Level Agreement
- Monitoring and Improving Service Delivery
- Interfacing with Other Service Management Processes
- Summary
- Exam Essentials
- Review Questions

Chapter 6: The Other Service Design Processes

- Service Catalog Management
- Availability Management
- Information Security Management
- Supplier Management
- Capacity Management
- IT Service Continuity Management
- Design Coordination

- Summary
- Exam Essentials
- Review Questions

Chapter 7: Service Design Roles

- Roles and Responsibilities in Service Management
- Designing Roles Using the RACI Model
- Competence and Training
- Summary
- Exam Essentials
- Review Questions

Chapter 8: Understanding Service Transition and the Change Management Processes

- Understanding Service Transition
- Introduction to the Change Management Process
- Summary
- Exam Essentials
- Review Questions

Chapter 9: Service Transition Processes

- Transition Planning and Support
- Service Asset and Configuration Management
- Knowledge Management
- Release and Deployment Management
- Summary
- Exam Essentials
- Review Questions

Chapter 10: Delivering the Service: The Service Operation Lifecycle Stage

- Understanding the Purpose, Objectives, and Scope of Service Operation
- Organizing for Service Operations
- Summary
- Exam Essentials
- Review Questions

Chapter 11: The Major Service Operation Processes

- Incidents and Problems: Two Key Service Management Concepts
- Incident Management
- Problem Management
- Interfaces
- Summary
- Exam Essentials
- Review Questions

Chapter 12: The Other Service Operation Processes

- Event Management
- Request Fulfillment
- Access Management
- Summary
- Exam Essentials
- Review Questions

Chapter 13: Understanding Continual Service Improvement

- Achieving Continual Service Improvement

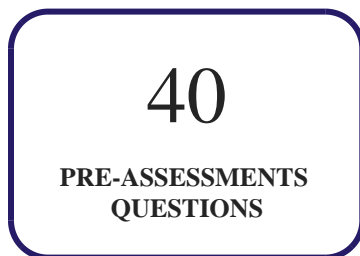
- The Seven-Step Improvement Process
- Summary
- Exam Essentials
- Review Questions

Chapter 14: Appendix A

12. Practice Test

uCertify provides full length practice tests. These tests closely follow the exam objectives and are designed to simulate real exam conditions. Each course has a number of test sets consisting of hundreds of items to ensure that learners are prepared for the certification exam.

Here's what you get



Features

Full Remediation

Each question comes with detailed remediation explaining not only why an answer option is correct but also why it is incorrect.

Unlimited Practice

Each test can be taken unlimited number of times until the learner feels they are prepared. Learner can review the test and read detailed remediation. Detailed test history is also available.

Learn, Test and Review Mode

Each test set comes with learn, test and review modes. In learn mode, learners will attempt a question and will get immediate feedback and complete remediation as they move on to the next question. In test mode, learners can take a timed test simulating the actual exam conditions. In review mode, learners can read through one item at a time without attempting it.

13. Post-Assessment

After completion of the uCertify course Post-Assessments are given to students and often used in conjunction with a Pre-Assessment to measure their achievement and the effectiveness of the exam.

Have Any Query? We Are Happy To Help!

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