

# COURSE AGENDA

## ITIL® Foundation Certification Course (3 Days)

### Day 1 – 9:00 a.m. to 5:00 p.m.

- ▲ Course Introduction
- ▲ ITIL® Background
- ▲ Service Lifecycle
- ▲ Service Strategy
- ▲ Service Design
- ▲ Practice Exam Questions
- ▲ Homework Assignment
  - Day 1 Homework Questions
  - Review Day 1 Course Material

### Day 2 – 9:00 a.m. to 5:00 p.m.

- ▲ Review Day 1 Homework Questions
- ▲ Service Transition
- ▲ Service Operation
- ▲ Continual Service Improvement
- ▲ Homework Assignment
  - Day 2 Homework Questions
  - Review Day 2 Course Material

### Day 3 – 9:00 a.m. to 4:00 p.m.

- ▲ Comprehensive Course Review
- ▲ Review Day 2 Homework Questions
- ▲ 40 Question Simulated Exam
- ▲ Review 40 Question Simulated Exam
- ▲ Additional Sample Exam Questions
- ▲ ITIL® Foundation Certification Exam



#### About the Instructor

**William Cook, PMP®, M.Sc., ITIL® Expert** is the founder and CEO for Seven Wonders Learning, a training and consulting services company founded in 2002 and headquartered in Las Vegas, Nevada. Bill has over 20 years of IT management experience including 6 years as a public sector CIO. Bill is a recipient of the Malcolm Baldrige Quality Award and is a recognized speaker on IT management issues with both domestic and international engagements in North America, South America, Europe, and Asia. Bill and his IT accomplishments have been featured internationally on Tech-TV and in numerous IT publications including Network World, InfoWorld, Internet Week, and Information Week magazines. Bill's real-world management background combined with his engaging and energetic presentation style creates a uniquely effective experience for his students. Bill's student exam pass rate is nearly 100%.