

ITIL V3 Foundation Certification Training

Length: 3 Days

This hands-on ITIL Version 3 Foundation certification training program introduces the student to the fundamentals of IT Service Management as described in Version 3 of the IT Infrastructure Library. Accredited by ISEB and EXIN, the course helps students prepare for the certification exam along with acquiring valuable insights from instructors who have actually managed IT operations and ITSM programs.

This three-day course features lectures, discussion, team exercises, and quizzes and culminates with an optional, one-hour certification examination.

Course Content	in learning about IT Service Management.
Day 1	ITIL V3 Foundation Certification - Prerequisites
<ul style="list-style-type: none">• Introduction• ITIL Concepts• Continuous Service Improvement• Service Operation	None
Day 2	ITIL V3 Foundation Certification - Reference Material
<ul style="list-style-type: none">• Review Day 1• Service Transition• Service Design	Each student will receive a workbook.
Day 3	
<ul style="list-style-type: none">• Review Day 2• Service Strategy• Review Program• Self-Study, Exam Prep	
ITIL V3 Foundation Certification - Who Should Attend	
Senior IT and business executives, IT management and staff, consultants, project managers, and others interested	
