ITIL® V3 Foundation Certification

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Course Description

This hands on, instructor led, ITSM 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 EXIN, the course helps students prepare for the certification exam along with acquiring valuable insights from an instructor that has actually managed IT operations and ITSM programs.

Delivered over three days the course features lectures, customer focused discussion of the topics, workshop like examples, and quizzes. It culminates with a one-hour certification examination.

Course Outline

- What is IT Service Management?

- What is ITIL?

- ITIL Service Lifecycle Processes & Functions

Service Strategy
Strategy Generation
Portfolio Management
Demand Management
Financial Management

Service Operations
The Service Desk
Incident Management
Problem Management
Event Management
Request Fulfillment
Access Management
IT Operations Management
Technical Management
Application Management

Continual Service Improvement
Seven Step Improvment Process

Service Design
Service Level Management
Service Catalog Management
Capacity Management
Availability Management
IT Service Continuity Management
Information Security Management
Supplier Management

Service Transition
Transition Planning and Support
Change Management
Release and Deployment Management
Service Asset and Configuration Management
Service Validation and Testing
Evaluation
Knowledge Management
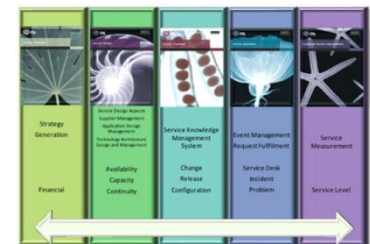
- Benefits & Challenges

The purpose of the ITIL® Foundation certificate in IT Service Management (ITSM) is to obtain knowledge of the ITIL terminology, structure and basic concepts, to comprehend the core principles of ITIL practices for Service Management, and most importantly, understand how to use this powerful set of information to drive value-adding improvements in your organization. The disciplines noted above in the outline represent a service lifecycle framework that further enhances alignment to the business while demonstrating business value and ROI and enabling IT to solve

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specific operational needs.

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ITIL® is a registered trademark of the British Office of Government Commerce (the OGC).

Class Schedule

Day 1
• Introduction
• ITIL Concepts
• Service Strategy
• Service Design

Day 2
• Review Day1
• Service Design cont.
• Service Transition
• Service Operation

Day 3
• Review Day 2
• Service Operation cont.
• Continuous Service Improvement
• Self-Study, Exam Prep., Review
• Certification Exam

The Accredited content presented follows the syllabus specified by the APM Group (www.apmgroup.co.uk/).

Who Should Attend

Senior IT and business executives, IT management and staff, consultants, project managers and others interested in learning about IT Service Management.

Prerequisites

None, but it is recommended that students with limited IT backgrounds sit through an introductory course.

Exam

A 1-hour, 40 question, closed book multiple choice examination is administered at the end of the course. Certification is through EXIN.

Reference Material

Each student will receive a workbook of the slides and other ITSM-related study material will be shared throughout the class.