

ITIL 3.0 - Foundation for IT Service Management

Duration: 3 Days

Overview

This course is designed for all levels of IT Service and Support staff. This courseware provides IT professionals with the knowledge to write the accredited industry certification exam for ITIL® Foundations certificate in IT Service Management. The Foundation level focuses on knowledge and comprehension to provide a good grounding in the key concepts, terminology and processes of ITIL V3. At this level, the qualification remains very similar to the ITIL V2 Foundation qualification. Whether adopting ITIL® or embarking on continuous service improvement, participants will gain a fundamental understanding of how IT Service Support and Delivery can be best organized to align IT with business needs, improve service quality and reduce long-term costs.

Pre-requisites

- 1 - 2 years of IT experience along with the following Course

Certification preparation

ITIL certification: Practitioner / Manager

Accreditation

The IT Infrastructure Library (ITIL®) is a series of publications giving best practice guidance on the provision of IT services and the accommodation and environmental facilities needed to support IT. ITIL is supported by a certification structure, administered by the "ITIL Certification Management Board" (ICMB) founded by EXIN – Examination Institute for Information Science.

Audience

Students should have 1-2 years of experience within environments such as:

- Members of Help Desks, Call Centers, or Service Desks
- IT Management
- Employees who support any aspect of IT Operations Management
- Relationship managers who are the interface between IT and the business

Course Objectives



- Course manual, mock exams
- Throughout the courseware, examples will be used to illustrate how ITIL relates to each student's daily activities and they will work on exercises to reinforce the ITIL Core Lifecycle. The content of the course is designed to provide a balance of theory, practical application and self-study components.

- Introductions
- ITIL Overview
- IT Service Management as a Practice

- Service Operation Processes con't
- Service Design Processes
- Service Transition Processes

- Service Strategy Lifecycle Processes
- Continual Service Improvement Processes
- Review