

ITIL V3 Foundation Course

Course Overview

This new ITIL® V3 Foundation course offers students a comprehensive and high quality approach to obtaining their ITIL V3 Foundation Certificate credits.

The course is based upon ITIL V3's Service Lifecycle approach to service quality and the Core Capabilities within that lifecycle.

Course Duration and Structure

This is an intensive three-day course that includes the official (APMG) exam. It is instructor-led and classroom-based.

Course Objectives

The objectives of the course are:

- To understand the main concepts, processes, functions, benefits and challenges of ITIL V3
- To gain insight into the holistic Service Lifecycle approach at the heart of ITIL V3 and its close association with business strategy
- To understand how the ITSM processes and functions can help achieve business excellence
- To prepare participants for the ITIL V3 Foundation Certificate examination.

Course Content

The following Modules are included in this course:

- Module 1 – Introduction
- Module 2 – Service Lifecycle
- Module 3 – Service Management as a Practice
- Module 4 – Key Principles, Models and Concepts
- Module 5 – Lifecycle Phases
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement
 - Integration of the 5 Core Processes

- Modules 6 – Service Capabilities
 - Service Offerings and Agreements
 - Planning, Protection and Optimization
 - Release, Control and Validation
 - Operational Support and Analysis
- Module 7 – Service Management Technology
- Diagrams and Handouts
- Homework and Practice Exam Questions
- ITIL Foundation Certificate Examination.

Who Should Attend

The ITIL V3 Foundation course is designed for all those who have some responsibility for the design, delivery, support or operation of IT services and who would benefit by obtaining a good general understanding of IT Service Management best practices.

Benefits of Attending

The course aims to help students leverage ITIL concepts and practices in their daily work, while success in the examination allows them to progress – through the ITIL Service Capability and/or the ITIL Service Lifecycle modules – to achieving their *ITIL Service Management Expert* accreditation.

Course Documentation

Students receive a copy of the course slides plus a comprehensive set of explanatory notes.

Class Size

6 to 20 students.

Language

English.

Attendance and Certification Criteria

Students must answer correctly at least 26 of the 40 questions in the 1 hour multiple-choice examination.

Course Instructors

All instructors are fully accredited through both EXIN and ISEB and hold the Manager's Certificate in IT Service Management.