

Course Description

ITIL® v3 (version 3) Foundation is the newest entry level certification course for IT Service Management. This is a virtual, instructor-led course, conducted over the internet, covering the latest overall refresh of core IT Service Management best practices presented from a lifecycle perspective.

Participants will learn the principles and core elements of the service lifecycle approach to IT Service Management according to ITIL v3. An interactive approach is used, combining lecture and discussions to prepare participants for the (optional) ITIL v3 Foundation certification exam.

Objectives

- Understand the main processes, relationships, benefits and challenges of ITIL v3
- Gain insight into the holistic service lifecycle approach that forms the core of ITIL v3
- Understand how this approach contributes to making an IT organization manageable
- Learn the most important ITIL v3 definitions and processes
- Gain access to a standardized vocabulary
- Prepare for the (optional) ITIL v3 Foundation certification examination

Duration

This virtual, instructor-led ITIL v3 Foundation course is conducted as 5 consecutive morning or afternoon, each lasting 4 hours. The optional examination can be scheduled anytime after the end of the course. We can arrange to have someone from your organization proctor the examination.

Target Audience

- IT managers, IT staff and process owners and managers.
- Application, project and business managers involved in Service Management.
- Any member of the IT organization involved in the development, delivery or support of IT services.

Prerequisites

There are no mandatory prerequisites, although experience in IT or other service fields is recommended.

Number of Participants

A maximum of 25 people can attend this virtual course.

Course Outline**Session 1:**

Introduction to Services, Service Management, Processes and Best Practices, the Service Lifecycle and its Phases. Service Strategy, the first Phase of the lifecycle will be introduced along with its concepts and terminology.

Session 2:

The Service Strategy processes will be investigated, followed by an investigation of the Service Design Phase, including the Service Level Management Process and the six processes that support it.

Session 3:

The Service Design Phase will be reviewed with attention then shifting to the Service Transition Phase, and its key processes, including Change Management, Release and Deployment Management, and Service Asset and Configuration Management.

Session 4:

The Service Operation Phase will be investigated along with its processes (including Event, Incident and Problem Management) and its functions (including the Service Desk).

Session 5:

The Continual Service Improvement Phase including the CSI Model will be investigated, a recap of the

whole Service Lifecycle will be conducted and then additional exam preparation will be provided consisting of exam tips and the presentation and explanation of sample exam questions.

The instructor will assign supplementary reading and review activity for each evening of the course.

Exam

Participants are prepared for the optional exam through practice exam questions and instructor feedback. The examination lasts one hour and consists of 40 multiple-choice questions. Participants earn a Foundations certificate by answering at least 26 questions correctly.