



Foundation

Want to arrange this course for your organisation? We can come to you!

Call us on +44 (0)1202 736373 or email info@spoce.com for more information

Also available:

PRINCE2® Self-Study and Classroom Training

APMP Certificate Classroom Training

Microsoft Project Introduction & Intermediate

MSP® Self-Study and Classroom Training

M_o_R® Self-Study and Classroom Training

P3O® Classroom Training

Management of Value

Public venues: London

Prices: 3 day Foundation £650 + VAT

This course is available on SPOCE's open course schedule via our ITIL business partner.

The course is led by a qualified ITIL instructor, using lectures, discussions, exercises and mock examination in preparation for the multiple choice EXIN Examination.

What content does the course cover?

Course Focus

The aim of the course will be to give you an overview of the topics in ITIL® Version 3 as follows:

- Service Management as a practice
- Understand the concept of good practice
- The concept of a service
- The concept of Service Management
- Define processes, roles and functions.

The Service Lifecycle

- Understand and explain the Service Lifecycle and its key concepts
- Understand the business value of the phases of the Service Lifecycle.

Key concepts and definitions

- Understanding the key terminology and the key concepts of Service Management.

Key principles and models

Service Strategy

- What is Service Strategy?
- Understand the main goals and objectives of Service Strategy
- Understand the 4 main activities of Service Strategy
- Basic overview of value creation through services
- Overview 3 Service Strategy processes.

Service Design

- Understand the importance of people, processes, products and partners
- Understand the five major aspects of Service Design
- Understand the different sourcing approaches
- Overview of the 7 Service Design processes.

Service Transition

- Explain the Service V model
- Overview of the 3 Service Transition processes.

Service Operation

- IT Service versus technology components
- Quality of Service versus cost of service
- Reactive versus proactive
- Overview of the 5 key Service Transition processes
- Continual Service Improvement
- Objectives of Continual Service Improvement
- The 7 step improvement process.

Functions

- The Service Desk
- Technical Management
- Application Management
- IT Operations Management.

Roles

- Understand the role of a Process owner
- Understand the role of a Service Owner
- The role of the RACI model in determining organisational structure.

Technology and Architecture

- Requirements for an integrated set of Service Management technology
- How Service automation assists with integrated processes
- The V3 Foundation Certificate in IT Service Management is a pre-requisite for the further training in ITIL Version 3 that leads to the ITIL Expert in IT Service Management.

What exams are taken on the course?

- **Foundation:** 1 hour, consisting of 40 multiple-choice questions.

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Available to Individuals on public courses

Available as a Client Event for groups

Exam is included during this course

