



ITIL® Foundation—Classroom

About the Course

This ITIL® V3 Foundation Certificate in IT Service Management three day course provides comprehensive first-level training for anyone involved in provision, support, and delivery of IT Services.

Designed for

- IT Managers or Practitioners involved in the strategy, design, implementation and ongoing delivery of business-used IT services.

Contents

Course Focus

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

The Service Lifecycle

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

Key concepts and definitions

- Understanding the key terminology, the key concepts of Service Management, key principles and models.

Service Strategy

- What is Service Strategy?
- Understand the goals & 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

- Importance of people, processes, products & 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 Service Transition processes.

Service Operation

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

Functions

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

Roles

- Process owner; Service Owner; RACI model in determining organisational structure

Technology and Architecture

Course Objectives

To give delegates the grounding in ITIL Service Management and the first step into the ITIL qualifications framework. Enables all staff working within an IT environment to appreciate the structure to Information Technology Service Management.

Exams

Foundation: 60 mins, closed-book. 40 multiple-choice questions. Required pass mark 65% (26/40).

Passing the exam will give you an internationally recognised professional qualification, and is a pre-requisite for further courses and study in ITIL..



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