

ITIL V3 Foundation

Information Technology Infrastructure Library



Course Overview

The purpose of the ITIL Foundation certificate in IT Service Management is to certify that the candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for service management.

Learning Objectives

By end of the training course, participants should be able to gain knowledge and understanding in the following:

- IT service management and the ITIL service lifecycle
- Main functions and processes of the IT service management
- Key roles and responsibilities
- Get prepared for the ITIL Foundation Certification Exam

Target Audience

This course is recommended for all persons involved in the IT service management such as: IT managers, IT project managers, system and network administrators, developers, business and systems analysts, help desk staff, IT contract managers and other IT related staff.

Methodology

The training course is delivered through presentation, workgroups, videos, case studies and solving exam questions.

Duration

Three Days

Course Outlines

1. **Introduction**
 - History of ITIL
 - ITIL Qualification scheme
2. **Service Management as a practice**
 - Service
 - Service Management
 - Processes
 - Roles
 - Organization
3. **The Service Lifecycle**
 - The Structure, Scope, Components and Interfaces of the ITIL Library
 - ITIL Service Life cycle
4. **Service Strategy**
 - Service Models
 - Service Portfolio Management
 - Demand Management
 - Financial Management
 - Return on Investment
5. **Service Design**
 - Service Catalogue Management
 - Service Level Management
 - Capacity Management
 - Availability Management
 - IT Service Continuity Management
 - Information Security Management
 - Supplier Management
6. **Service Transition**
 - Change Management
 - Service Asset and Configuration Management (SACM)
 - Release and Deployment Management
 - Service Knowledge Management
7. **Service Operation**
 - Incident Management
 - Event Management
 - Request Fulfilment
 - Problem Management
 - Access Management
8. **Continual Service Improvement**
 - The Continual Service Improvement Model
 - IT Governance across the Service Lifecycle
9. **Technology and Architecture**
 - Generic requirements for an integrated set of Service Management Technology
 - Understand how Service Automation assists with integrating Service Management processes
10. **Implementing ITIL**
 - Related standards and frameworks
 - Implementation tips and tricks
 - Business case and KPIs
 - Aligning People, Process, Technology and Organizational requirements