

ITIL[®] v3 Foundation Course

Duration: 3 Days - APMG Accredited Programme

Objectives & Benefits: Upon completion of this course the delegates will have:

- Learned which ITIL[®] processes are essential to Support & Deliver a quality IT Service.
- Gained an understanding of how these processes relate to each other and to wider IT & business issues. Improve your contribution to Service Management within your own organisation.
- Increase the likelihood of success for service improvement programmes within your organisation
Candidates who are successful in the examination will personally attain the industry recognised Foundation Certificate in IT Service Management - a measure of their capability & performance.

Target Group: This course is designed for all staff involved with IT Service Management disciplines and gives an awareness of the techniques involved across the range of IT Service Support and Delivery processes.

Overview: This three-day instructor led course in an intensive, interactive workshop consisting of formal lecturing, discussions, exercises, presentations & mock examination questions. On the last afternoon of the course there is a 40 question multiple choice examination of one hour. The main objective of the ITIL[®] Foundation is to obtain knowledge of the ITIL[®] terminology, structure and basic concepts and to comprehend the core principles of ITIL[®] practices for Service Management. The course enables delegates to understand how an integrated IT Service Management framework, based on ITIL[®] best practice guidelines, can be adopted and adapted within their own organisations following the new service lifecycle approach.

COURSE OUTLINE

1. Introduction to & importance of IT Service Management, the Service Lifecycle and best practice
2. Concept of Service Management
3. Key Principles & Model of ITSM
4. Definition of a Service
5. Definition between Functions, Roles & Processes
6. The need for a strong service culture

TOPICS INCLUDE

The Service Lifecycle

The objectives and business value for each phase of the Service Lifecycle and the main goals and value to the business provided by each phase of the lifecycle covering the 5 core books:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Key Principles & Models of ITSM

- The types of service provider
- The five major aspects of Service Design
- The service V model
- The Continual Service Improvement model

The Processes & Functions

Define the characteristics of a process. The objectives, business value, basic concepts, roles and interfaces of:

- Service Portfolio Management
- Service Level Management
- Incident Management
- Change Management

The Objectives & Basic Concepts of

- Demand Management
- Financial Management
- Service Catalogue Management
- Availability Management
- Capacity Management
- Supplier Management
- Information Security Management
- IT Service Continuity Management
- Service Asset and Configuration Management
- Release and Deployment Management

- Event Management
- Problem Management
- Request Fulfillment
- Access Management
- The 7 step improvement process

Explanation of the Functions

- Service Desk
- Application Management

Operations Management

- Technical Management

Organisation Structure & Key Roles

- Using the RACI model

Technology & Architecture

- Generic requirement for an integrated set of ITSM technology

Pre-requisites: There are no Pre-requisites or Pre-course reading material for ITIL®v3 Foundation.

Documentation: Comprehensive course documentation is provided on the first day of the course. This material has been approved by the AMPG and OGC.

Examination: Award of this certificate is by examination taken at the end of the course and consisting of a 1 hour 40 question multiple-choice paper under the invigilation of the Examination Board.

Criteria for Certification: A pass mark of 65% is required in the examination taken at the end of the course. Results are received direct from the Examining Board within 2-3 weeks.

