ITIL V3 FOUNDATION

You Will Learn How To

- Prepare for and take the ITIL v3 Foundation Certification Exam
- Identify opportunities to develop IT processes using ITIL v3
- Interact with IT teams using ITIL terminology and concepts
- Explore the components of Service Management processes
- Recognize the importance of IT and business integration
- Explain the benefits of Continual Service Improvement to the organization

Course Benefits

The IT Infrastructure Library (ITIL) v3 is the current version of the most widely adopted best practice framework for IT management. Achieving the Foundation Certification represents clear demonstration that you can contribute to improving the maturity of an IT organization.

Who Should Attend

Those who want to achieve ITIL v3 Foundation Certification. General IT knowledge is assumed.

Course Workshops

Attendees gain knowledge of the Service Lifecycle and the integration of IT and the business need through ITIL v3. Workshops include:

- Exploring ITIL principles to reduce hardware failure
- Leveraging ITIL processes for software deployment
- Enhancing competitive advantage with ITIL Service Strategies
- Increasing organizational value with ITIL contributions
- Generating efficient audits through ITIL maturity
- Daily exam practice and review sessions
- Taking the ITIL v3 Foundation Certification exam

COURSE CONTENT

1. ITIL Fundamentals
1.1. Origins, development and governance
   1.1.1. Defining IT Service Management
   1.1.2. Reviewing the structure and scope of the Foundation Certification Examination
   1.1.3. People, process, technology and partners
1.2. The Five Core Processes
   1.2.1. Service Strategy
   1.2.2. Service Design
   1.2.3. Service Transition
   1.2.4. Service Operation
   1.2.5. Continual Service Improvement

2. Service Management as a Practice
2.1. Concepts of Service Management
   2.1.1. The efficient development of new services and the improvement of existing services
   2.1.2. Good practice
   2.1.3. Functions, Roles and Processes
2.2. The Service Lifecycle
   2.2.1. The ongoing design, development and utilization of services
   2.2.2. Utility and Warranty
   2.2.3. Service Design and the business
   2.2.4. IT and the business integration

3. ITIL v3 Core Concepts
3.1. Identifying and documenting the services
   3.1.1. Service Portfolio
   3.1.2. Service Catalog
   3.1.3. Business case
   3.1.4. Risk
   3.1.5. Service model
   3.1.6. Service provider
   3.1.7. Supplier
   3.1.8. Service Level Agreement (SLA)
   3.1.9. Operational Level Agreement (OLA)
   3.1.10. Contract
   3.1.11. Service Design Package (SDP)
3.2. Data information and knowledge
   3.2.1. Configuration Management System
   3.2.2. Service Knowledge Management System (SKMS)
   3.2.3. Definitive Media Library (DML)
3.3. Optimizing the infrastructure
   3.3.1. Service Request
   3.3.2. Change and Release
   3.3.3. The seven Rs of Change Management