

# ITIL<sup>®</sup> v3 Foundation

This fully accredited programme is for all IT professionals looking to start their ITIL<sup>®</sup> certification track.

Based on the “official” syllabus the ITIL<sup>®</sup> Foundation Certificate in IT Service Management guides you through the required elements of ITIL<sup>®</sup> and provides all the necessary features to help you prepare for the final examination.

This is an intensive programme and evening work and studies will be required in order to adequately prepare for the internationally recognised exam.



ITIL<sup>®</sup> is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries.  
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# About the course

*We understand that people are a vital element of any effort to improve overall service delivery.*

*Most organisations recognise this, but very few have a structured solution to manage it.*

*We offer a variety of ITIL® Certifications and integrated workshops that prepare students to apply knowledge and techniques gained from our courses into real-world situations. Customised corporate training for your organisation is also available.*

## Target Audience

All individuals that require a basic understanding of the ITIL® Framework and IT professionals that are working within organisations that have adopted or are adopting ITIL®.

The ITIL® Foundation programme is not restricted to IT professionals and can be of value to business unit managers and business process owners.

## Duration

The programme is a full three day event, including exam preparation and the option to take the international examination on the final day.

## Pre-Requisites

Delegates should have an understanding of Service Management (ie: dealing with end users to fix issues, change management to control updates made to the infrastructure etc), however knowledge of ITIL® is not required.

## Certification

- A 60 minute, multiple choice exam
- A minimum of 65% is required to pass (26/40)

## Outcomes

All individuals that attend this programme will take away an understanding of the Service Lifecycle and Service Management as a practice, along with the key principles and models from ITIL® v3.

The programme also covers a wider range of topics including selected processes, selected roles, functions as well as an awareness of technology and architecture as it relates to the integration with Service Management processes.

The programme is an intense study of how process efficiency and effectiveness play a critical role in the overall credibility that is afforded to the IT department, by business customers.

## Foundation v3 Course Outline:

The Quintica ITIL® v3 Foundation programme is based on the five core texts that comprise the heart of ITIL® version 3.

The five core texts that are used as the basis for this programme are:

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

Participants also receive a comprehensive study guide, copies of in class slides, fact sheets, exercises and special offers for future ITIL® programmes and resources.

## Bookings and Enquiries

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