

ITIL Foundation Version 3

This 3 day course provides IT Managers and Practitioners with a practical understanding of the key concepts, principles, processes and functions that enables successful IT Service Management provision. It also prepares delegates for the ITIL Foundation Certificate Examination. The course is based on the ITIL best practice service lifecycle approach.

Objectives

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 organizations.

To provide proven practical guidance on how to successfully introduce an integrated IT Service Management framework based on the ITIL best practice service lifecycle approach.

To prepare delegates for the ITIL Foundation Certificate in IT Service Management examination.

Who should attend?

This course is for IT Managers and Practitioners involved in the strategy, design, and implementation and on going delivery of business-used IT services and who require an insight into Service Management best practice.

Sessions will include:

The course is assignment based, with practical coursework. It is based upon the OGC's ITIL Books:

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

There is particular importance placed on developing an underlying service culture within the IT organization.

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Topics covered include:

Introduction to Service Management

- The importance of Service Management
- Definition of a Service and Service Management
- The need for a service culture
- Service Management as a practice

The Service Lifecycle

- The objectives and business value for each phase of the lifecycle
- 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 and 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 and 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 and 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

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- Explanation of the functions:
 - Service Desk, Application Management, Operations Management, Technical Management
- Organization structure and key roles
 - Using the RACI model
- Technology and Architecture
 - Generic requirement for an integrated set of ITSM technology

Documentation

Comprehensive course documentation is provided. Exam is completed in the afternoon of the third day.