



ITIL Version 3 Foundation Course

Certification: APMG / EXIN

Duration: 3 Days

Course Delivery: Classroom / Workshop

Credits: 2 towards ITIL Expert



Course Introduction -

IT Infrastructure Library (ITIL) is a collection of Best Practices for the management and delivery of IT services and IT infrastructure. Because of decades of constant revision, these Best Practices have become a de-facto standard for the IT departments of all types of organizations. These Best Practices are presented in a service lifecycle model, including Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.

Course Description -

This exciting and dynamic 3-day course introduces learners to the lifecycle of managing IT services to deliver to business expectations, as well as an engaging, case study based approach to learning the core disciplines of the ITIL best practice. This course also positions the student to successfully complete the associated exam required for entry into the future ITIL Version 3 intermediate level training courses. The ITIL Foundation certificate in IT Service Management is not intended to enable the holders of the certificate to apply the ITIL practices for Service Management without further guidance.

The ITIL Version 3 best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.

Audience -

IT Management, IT Support Staff, IT Consultants, Business Managers, Business Process Owners, IT Developers, Service Providers, System Integrators

Learning Objectives -

At the end of this course, you will be able to:

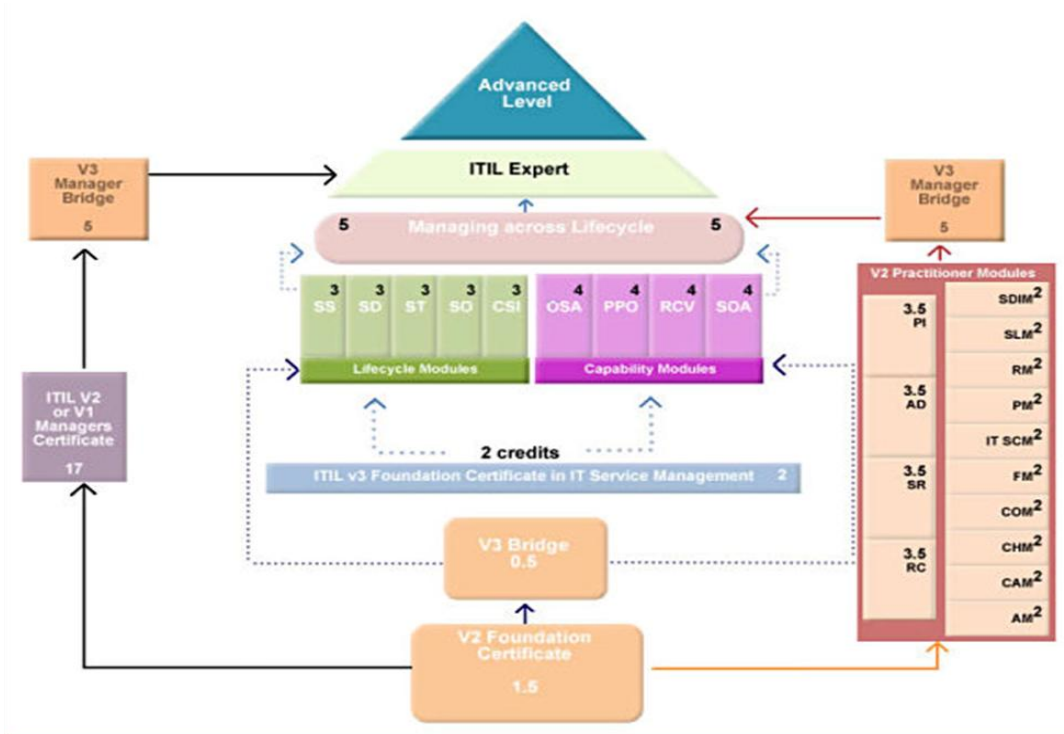
- Identify the key principles and concepts of IT Service Management.
- Identify the benefits of implementing ITIL in an organization.
- Identify the Service Management processes and how they map to the Service Lifecycle.
- Identify the basic concepts and definitions related to the Service Lifecycle.
- Identify the activities and roles involved with the Service Lifecycle.
- Identify the relationship of each component of the Service Lifecycle and how they map to other components.
- Identify the factors that affect the effectiveness of the Service Lifecycle.

Course Organization Logistics -

- Classroom with U-shaped seating arrangement
- Whiteboard, projector, flipchart
- 25 students maximum

Course/Student Material -

- Copy of visual aids used in the classroom



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Learning Approach	Self-Paced eLearning	Virtual Instructor Led & Classrooms	Blended	Classroom
Stakeholders				
Business Executives			X	X
Liaisons / Power Users	X			
IT Executives				X
Software Developers		X		
Project Managers		X	X	
IT Operations Managers				X
Technical Support Staff	X	X		
Help Desk Analyst	X			
Process Owners & Practitioners				X
ITIL Service Managers				X