

Evening ITIL® v3 Foundation Cert in IT Service Management Course + exam

Vendor Course Code: ITILEVENING

Course Length: 6 days

Overview: Learn about the international standard for IT Service Management (ITSM) and earn an internationally recognised ITIL® Foundation Certificate in 6 sessions! This course is specifically designed for anyone working in IT wanting to gain knowledge in IT Service Management best practice. Our ITIL training teaches essentials of IT Infrastructure Library (ITIL®) and helps you to understand how your organisation can benefit significantly by applying the ITIL® principles to your work environment. Important Note: ITIL® Fundamentals Foundation Certification Training Course pricing includes the ITIL® Foundation Certificate Exam at the end of the last session of the course.

Skills Gained: After completing this ITIL® training course, students will understand the concepts of how to manage and deliver an IT Service which is tailored to meet the needs of the business, using best practice as a guide. This will be achieved by developing an understanding of how all of the departments and sections within the IT organisation, work together to deliver the service. This includes activities such as Change Management, Availability Management and Root Cause Analysis.

Key Topics:

- Session 1: Intro and Service Strategy Lifecycle
- Session 2: Review and Service Design Lifecycle
- Session 3: Review and Service Transition lifecycle
- Session 4: Review and Service Operation Lifecycle and Functions
- Session 5: Review and Continual Service Improvement and Roles
- Session 6: 1 hr mock exam discussion, 1 hr exam

Target Audience:

- All levels of support personnel within an IT Service Delivery Organisation
- IT Managers
- Support Team Leaders
- Service Desk Supervisors
- Change Managers
- Service Level Managers
- Problem Managers
- Operations Managers
- Account Managers who interact between the business and IT

Prerequisites: There are no pre-requisites for this ITIL® training course, however it is assumed that course participants are working or have worked in an IT Service environment or equivalent. This course is a pre-requisite for the Practitioners Certificates and the Managers Certificate in IT Service Management.