

# ITIL® v3 Foundation Cert in IT Service Management

## Course + exam

**Vendor Course Code:** ITILV307

**Course Length:** 3 days

**Overview:** Learn about the international standard for IT Service Management (ITSM) and earn an internationally recognised ITIL® Foundation Certificate in 3 days! 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 3rd day of the course.

This course also includes the ITIL® Pocket Book (Official Title: An Introductory Overview of ITIL® V3).

**Some consolidation work will be required by candidates in the evenings, two hours should be allowed for this on day one and day two.**

**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:

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- The history and philosophy of ITIL® and IT Service Management
- Understanding services and the business context of IT
- Process theory and development
- Key Definitions and Terminology of the ITIL® model

The IT Service Lifecycle Model – covering the principles, activities, models and goals of each of the five stages in the Lifecycle Model and the Processes related to these stages:

#### Service Strategy

- Service Portfolio Management
- Demand Management
- Financial Management

#### Service Design

- Service Level Management
- Service Catalogue Management
- Availability Management
- Information Security Management
- Supplier Management
- Capacity Management
- IT Service Continuity Management

#### Service Transition

- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management

#### Service Operation

- Incident Management

- Event Management
- Request Fulfillment
- Problem Management
- Access Management

#### **Continual Service Improvement**

- The interaction between these lifecycles, processes and also other IT management models
- The technology implications of ITIL® and selecting appropriate software.
- Advice, recommendations and discussion on how to make use of ITIL® and how to apply it in an organisation.

#### **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.

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