



Course ITIL: ITIL V3 Foundation Certificate

❖ The Course

The ITIL V3 Foundation Certificate is a three day course in which delegates will gain a comprehensive grounding in the aspects of ITIL Service Management v3. Delegates will prepare for and sit the one hour, multiple-choice ITIL Foundation Certificate in Service Management v3 exam. The course consists of short lectures, exercises, discussions, examination technique training, mock examinations and culminates in an invigilated exam on the third day.

❖ Who Should Attend

The target groups of the ITIL v3 Foundation Certificate are:

- Individuals who require a basic understanding of the refreshed ITIL framework and how it may be used to enhance the quality of IT Service Management within an organisation.
- IT professionals that are working within an organisation that has adopted and adapted ITIL, who need to be informed about and thereafter contribute to, an ongoing service improvement programme.

❖ Pre-requisites

There are no formal entry requirements although delegates should have a general awareness of IT and a basic understanding of the business environment.

❖ Learning Objectives

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

Service Management as a Practice

- The concept of good practice.
- The concept of a service.
- The concept of service management.
- Define roles, processes and functions.

The Service Lifecycle

- The service lifecycle and its key concepts.
- The business value of the phases of the lifecycle.

Key Concepts and Definitions

- Key terminology of Service Management.
- Key principles and models.



Service Strategy

- The four main activities of Service Strategy.
- The main goals and objectives of Service Strategy.
- Basic overview of value creation through services.
- Overview of the 3 Service Strategy processes.

Service Design

- The importance of people, processes, products and partners.
- The 5 major aspects of service design.
- Different sourcing approaches and options.
- Overview of the 7 Service Design processes.

Service Transition

- The Service V model.
- Overview of the 3 Service Transition processes.

Service Operation

- IT Service versus technology components.
- Quality of Service versus costs of Service.
- Reactive versus proactive.
- Overview of the 5 key Service Transition processes.

Continual Service Improvement

- Objectives of Continual Service Improvement.
- The 7 step improvement process.

Functions

- The Service Desk.
- Technical management.
- Application management.
- IT operations management.

Roles

- The role of the process owner.
- The role of a service owner.
- The role of the RACI model in determining organisational structure.

Technology and Architecture

- Requirements for an integrated set of Service Management technology.
- How service automation assists with integrated processes.

❖ Learning outcomes

Following completion of this unit, the candidate will gain an intensive introduction to the ITIL® Service Management framework, including ITIL® terminology, the structure and basic concepts and an understanding of the core principles of ITIL® practices for Service Management.