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ITIL® V3 Foundation In IT Service Management

What is ITIL® V3 Foundation?

The ITIL® Foundation Service Management Practices Program is a three-day program leading to an examination for the ITIL® Foundation Certificate in IT Service Management. The course is aimed at enabling participants to understand the basic terms, concepts and relationships between the ITIL® processes and functions. The Foundation Certificate is the entry level course within the IT Service Management certification scheme.

Course Objective

This ITIL® Foundation course aims to achieve the following objectives:

- Provide insight into the best practices for IT Service Management (ITSM).
- Explain & discuss ITIL® V3 framework, the theory and the concepts.
- Focus on the terminology and relationships between the ITIL® processes.
- Prepare participants for the exam.

Who should take this course

- IT support and technical staff.
- Help Desk/support/operations staff.
- Support/Help Desk/technical services managers.
- Network support staff.
- Business Relationship Managers.

Certificate Of Attendance

Certificate Of Attendance will be awarded to students completing the course achieving minimum 75% attendance

Training Methodology & Materials

- Three day instructor-led course combining lectures, exercise and practical examples.
- Maximum class size of 25 students to 1 trainer. Mostly class size is kept at below 12.
- Personal study time of 18 hours is recommended to prepare for the exam

Training Duration

Full-Time : 3 days Part-Time : 6 sessions
Time : 9.30am-5.30pm Time : 6.30pm-10.00pm

Prerequisite:

Accredited ITIL® Foundation training is strongly recommended but not a pre-requisite.

ITIL® v3 Foundation Exam Syllabi:

Module Credit value: 2

Exam Type: 40 Multiple Choice Questions

Exam Duration: 60 Minutes

Supervised: Yes

Open Book: No

Passing Score: 65% or 29/40

Marking Method: Only one option is correct and awarded a mark.

Delivery: Paper-based or Computer-based.

DETAILED COURSE OUTLINE

Day 1

Introduction

- History of ITIL® -
- ITIL® Qualification scheme

The Service LifeCycle

- The Structure, Scope, Components and Interfaces of the ITIL® Library
- ITIL® Service Life Cycle

Service Management as a Practice Service

- Service Management
- Processes -
- Roles -
- Organisation

Day 2

Service Design

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

Service Transition

- Change Management
- Service Asset and Configuration Management (SACM)
- Release and Deployment Management
- Service Knowledge Management

Service Operation

- Incident Management -
- Event Management -
- Request Fulfilment -
- Problem Management -
- Access Management

Service Strategy

- Service Models
- Service Portfolio Management
- Demand Management
- Financial Management
- Return on Investment

Day 3

Continual Service Improvement

- The Continual Service Improvement Model
- IT Governance across
- Service Life Cycle

Technology and Architecture

- Generic requirements for - an integrated set of Service
- Management Technology
- Understand how Service Automation assists with integrating Service
 - Management processes

Related Standards and Frameworks

- ISO/IEC 20000 -
- ISO 27000 -
- ISO 9000 -
- ISO 19770 -
- ISO 15504 -
- SixSigma -
- COBIT -
- CMMI

ITIL® Foundation Certification

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