

Course Outline

ITIL Foundation v3

Duration: 3 days (18 hours)

Learning Objectives:

This course is designed for all levels of IT Service and Support staff. The course provides IT professionals with the knowledge to write the accredited industry certification exam for ITIL® Foundations certificate in IT Service Management. The Foundation level focuses on knowledge and comprehension to provide a good grounding in the key concepts, terminology and processes of ITIL V3. At this level, the qualification remains very similar to the ITIL V2 Foundation qualification. Whether adopting ITIL® or embarking on continuous service improvement, participants will gain a fundamental understanding of how IT Service Support and Delivery can be best organized to align IT with business needs, improve service quality and reduce long-term costs.

Prerequisites

Students should have a minimum of 1 - 2 years of IT experience.

Target Audience:

This course is designed for members of Help Desks, Call Centres, or Service Desks, IT management, employees who support any aspect of IT Operations Management, and relationship managers who are the interface between IT and the business. The course will also benefit anyone who wants to attain the ITIL® Diploma, which consists of 22 education credits that includes the Foundation Level, and the intermediate level. The intermediate level consists of either the Capability stream or the Lifecycle stream.

Topics Covered:

- ITIL Overview
 - ITIL History
 - Publication Background
 - Best Practice Framework
 - Relating ITIL to Your Organisation
- Service Management as a Practice
 - IT Service Management (ITSM)
 - Process Management
 - Process Benefits
- ITIL Core Lifecycle
 - The Core Components of ITIL
 - Service Strategy
 - Service Design
 - Service Transition Lifecycle Stage
 - Service Operation Stage
 - Continual Service Improvement

- Service Strategy Lifecycle Processes
 - The Service Portfolio Management (SPM) Process
 - The Demand Management Process
 - The Financial Management Process
- Service Design Lifecycle Processes
 - The Service Catalogue Management Process
 - The Service Level Management Process
 - The Availability Management Process
 - The Information Security Management Process
 - The Supplier Management Process
 - The Capacity Management Process
 - The IT Service Continuity Management Process
- Service Transition Lifecycle Processes
 - The Change Management Process
 - The Release and Deployment Management Process
 - The Service Asset and Configuration Management Process
- Service Operation Functions and Roles
 - The Service Desk Function
 - The Technical Management Function
 - The Application Management Function
 - The IT Operations Management Function
- Service Operation Lifecycle Processes
 - The Event Management Process
 - Incident Management Process
 - The Request Fulfilment Process
 - The Problem Management Process
 - The Access Management Process
- Continual Service Improvement
 - The 7-Step Improvement Process