

# ITIL V3 Foundation

- **Course Length:** 3 Days

## Course Overview

This hands-on ITIL Version 3 Foundation certification training program introduces the student to the fundamentals of IT Service Management as described in version 3 of the IT Infrastructure Library. Accredited by ISEB and EXIN, the course helps students prepare for the certification exam along with acquiring valuable insights from instructors who have actually managed IT operations and ITSM programs.

## Prerequisites

None

## Audience

Senior IT and business executives, IT management, staff, consultants, project managers, business liaisons and others interested in learning about IT Service Management.

## Course Outline

<b><u>Course Introduction</u></b>	6m
Course Introduction	
<b><u>Chapter 01 - Introduction to ITSM</u></b>	35m
Introduction to ITSM	
IT's Total Cost of Ownership (TCO)	
ITSM's Value to the Business	
IT Service Management (ITSM)	
Critical Success Factors (CSF)	
Need to Know ITSM Concepts	
IT Service Provider Model	
IT Service Provider Domain Map	
IT Governance	
IT Service Lifecycle Management	
IT Resource Management	
IT Quality Management	
IT Security Management	
IT Service Provider Capability Model	
The Service Provider Model Deployed	
Good Practice	
Service	
Function-Process-Role	
Chapter 01 - Review	

<b><u>Chapter 02 - Introduction to ITIL Version 3</u></b>	16m
Introduction to ITIL Version 3	
ITIL History	
ITIL Description	
ITIL v3 Service Lifecycle	
ITIL v3 Service Lifecycle Management Processes	
Managing Services with ITIL	
Chapter 02 - Review	
<b><u>Chapter 03 - Service Strategy</u></b>	20m
Service Strategy	
The Service Lifecycle	
Service Strategy Objective	
Service Strategy Processes	
Service Strategy - Principles	
Value Creation	
Utility & Warranty	
Service Assets	
Service Provider Types	
Service Portfolio	
Service Portfolio Management	
Chapter 03 - Review	
<b><u>Chapter 04 - Service Design</u></b>	21m
Service Design	
The Service Lifecycle	
ITSM Service Design Objective	
Service Design Processes	
Service Design Principles	
Service Portfolio Design	
Technology Design	
Process Design	
Measurement Design	
Service Provider Models	
Chapter 04 - Review	
<b><u>Chapter 05 - Service Transition</u></b>	13m
Service Transition	
The Service Lifecycle	
Service Transition Objective	
Service Transition Processes	
Service Transition Goals	
Service Transition Value to the Business	
Chapter 05 - Review	

**Chapter 06 - Service Operation**

28m

Service Operation

The Service Lifecycle

Service Operation Objective

Service Operation Processes

Service Operation Technology Domains

Service Operation Management Domains

Service Operation Goals

Service Operation Principles

Service Operation Value to the Business

Chapter 06 - Review

**Chapter 07 - Continual Service Improvement**

27m

Continual Service Improvement

The Service Lifecycle

CSI Objective

CSI Model

CSI Goal

The Principles of CSI

CSI Benchmarks

Ownership

Drivers

Service Level Management

Continual Improvement

Service Measuring & Reporting Frameworks

Chapter 07 - Review

Course Closure

**Total Duration: 7h 42m**