

ITIL Foundation V3

Delivered by

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Objectives

The course enables students to understand how an integrated IT Service Management framework based on ITIL best practice guidelines, can be adopted and adapted within their own organization.

Prepare students for the ITIL Foundation certificate in IT Service Management examinations.

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ITIL Foundation V3

Course Duration

3-day public or single organization course. Customized formats available.

Overview

This course provides IT Managers and Practitioners with a practical understanding of the key concepts, principles, processes and functions that enables successful IT Service Management provisioning. It also prepares delegates for the ITIL Foundation Certificate Examination. The course is based on the ITIL best practice service lifecycle approach.

Objectives

The course:

- Enables delegates to understand how an integrated IT Service Management framework, based on ITIL best practice guidelines, can be adopted and adapted within their own organizations.
- Provides proven practical guidance on how to successfully introduce an integrated IT Service Management framework based on the ITIL best practice service lifecycle approach.
- Prepares delegates for the ITIL Foundation Certificate in IT Service Management examination.

Who should attend?

This course is for IT Managers and Practitioners involved in the strategy, design, and implementation and ongoing delivery of business-used IT services and who require an insight into Service Management best practice.

Professional qualification

The Foundation Certificate in IT Service Management, which is a prerequisite for all the other ITIL-based Certificates in IT Service Management. The examination is a 1-hour multiple choice paper, normally taken at the end of the course.

Structure

The course is instructor-based with practical coursework. It is based upon OCG's ITIL Books: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. There is particular importance placed on developing an underlying service culture within the IT organization.

Content

Topics covered include:

- Introduction to Service Management
 - The importance of Service Management
 - Definition of a Service and Service Management
 - The need for a service culture
 - Service Management as a practice

The Service Lifecycle

- The objectives and business value for each phase of the lifecycle
- The main goals and value to the business provided by each phase of the lifecycle covering the 5 core books
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement

Key Principles and models of ITSM

- The types of service provider
- The five major aspects of Service Design
- The service V model
- The Continual Service Improvement model

The Processes and Functions

- Define the characteristics of a process
- The objectives, business value, basic concepts, roles and interfaces of:
 - Service Portfolio Management
 - Service Level Management
 - Incident Management
 - Change Management

• The objectives and basic concepts of:

- Demand Management
 - Financial Management
 - Service Catalogue Management
 - Availability Management
 - Capacity Management
 - Supplier Management
 - Information Security Management
 - IT Service Continuity Management
 - Service Asset and Configuration Management
 - Release and Deployment Management
 - Event Management
 - Problem Management
 - Request Fulfillment
 - Access Management
 - The 7 step improvement process
- ## • Explanation of the functions:
- Service Desk, Application Management, Operations Management, Technical Management
- ## • Organization structure and key roles
- Using the RACI model
- ## • Technology and Architecture
- Generic requirement for an integrated set of ITSM technology

Documentation

Comprehensive course documentation is provided.

What next?

Following on from this course, you may wish to consider further ITIL courses. Please contact us to discuss your requirements with our team of expert advisors.

You may also be interested in:

- foxMAPS – baseline current operation and outline implementation roadmap
- foxPRISM – web-based process tool used to accelerate the implementation of ITSM process related projects

