

# ITIL® V3.0 Foundation

## Course Description

This course prepares the Participant to pass the ITIL V3:2011 foundation by introducing the student to the basic principles of IT Service Management embedded in ITIL. The course is instructor-led, which is delivered over 3-Day. It includes lecture sessions, classroom work, as well as homework assignments. It is based upon Office of Government Commerce's (OGC) ITIL books.

## Target Audience

The ITIL Service Management Foundation course is appropriate for persons working in the field of IT who wish to achieve the ITIL Foundation Certificate to move up the career path.

## Learning Objectives

At the end of this course, the learner will be able to:

- ◆ Identify the various ITIL processes that can be implemented in an organization
- ◆ Identify the benefits of implementing each ITIL process in an organization
- ◆ Identify the basic concepts related to each ITIL process
- ◆ Identify the activities and roles involved in each process
- ◆ Identify the relationship of each ITIL process with other processes
- ◆ Identify the factors that affect the effectiveness of each ITIL process



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### Introduction

- Service Management as Practice
- Service Lifecycle
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

### Service Strategy

- Service Assets
- Service Portfolio Management
- Financial Management
- Demand Management
- Organisation Development and Strategic Risk

### Service Design

- Service Portfolio and Service Design
- Availability Management
- Capacity Management
- Continuity Management
- Security Management

### Service Transition

- Service Releases, Building, Testing and Evaluation.
- Change Management
- Release Management
- Configuration Management, and Service Knowledge Management

### Service Operations

- Incident Management
- Problem Management
- Request Fulfilment

### Continual Service Improvements

- Service Reporting,
- Service Measurement and Service Level Management



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