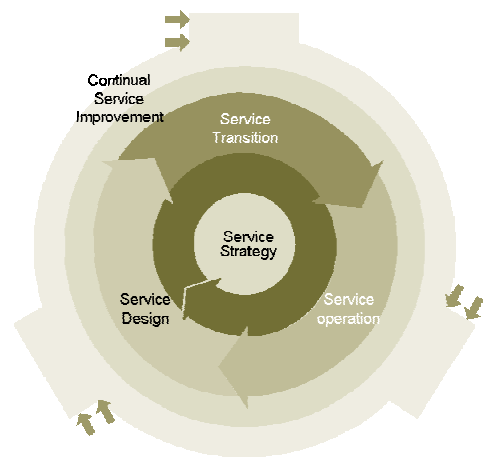


ITIL Version 3 Foundation Class

Description

The ITSM version 3.0 Foundation certification course introduces the attendee to the fundamentals of IT Service Management and the framework for “best practices” in Service Management, as described in version 3 of IT Infrastructure Library®.

The purpose of the ITIL® Foundation class is to provide an overview of the ITIL® terminology, structure and basic concepts and the core principles of ITIL® practices for Service Management. Accredited by Information Systems Examination Board (ISEB), this course is delivered over a three day period and includes a one-hour certification examination which is given at the end of the course. Certification is provided through the Information Systems Examination Board (ISEB).



Course Outline

| Day 1 | Day 2 | Day 3 |
|---|--|---|
| Review Course Schedule IT Service Management ITIL and the Service Lifecycle Service Strategy Service Design | Review Service Transition Service Operations | Review Interfaces Continuous Improvement Technology & Architecture Exam Preparation Certification Exam |

Material

Each student will receive a Student Guide and an ITSMF Pocket Guide and student course guide.



ITIL Foundation – Certification Information

The Foundation Certificate in IT Service Management is intended for people working in the field of IT Service Management and is a prerequisite for the Practitioner's and Manager's Certificates in IT Service Management.

Intended Audience: Individuals who require a basic understanding of the ITIL® framework and how it may be used to enhance the quality of IT service management within an organization. This may include but is not limited to, IT Management and staff, business managers and business process owners.

Delivery Methods: Instructor led, classroom lecture.

Availability: Scheduled or on demand and public schedule available.

On Demand Class Size: Minimum 6, Maximum 16

About ITIL

The IT Infrastructure Library (ITIL) is considered a de facto standard for ITSM and is practiced by organizations worldwide. ITIL is a proven set of guidance and best practices developed in the late 1980s by the United Kingdom Central Computer and Telecommunications Agency (CCTA). The CCTA, which is part of the U.K. government, recognized a need to provide a standard qualification before hiring employees and consultants. CCTA also understood that other public and private sectors would also need similar qualifications. ITIL is seen as a way to reduce costs while maintaining and improving quality of service.