



Laying the Groundwork for IT Compliance and Service Excellence

ITIL® v3 Foundation Online Training

Course ID :: ES-WBT-ITILV3

Certificate :: ITIL v3 Foundation Certificate

Duration :: 18 hours of real-time study

Course Availability: 60 days

Course Delivery :: Online Training

Course Description

InteQ's ITIL v3 Foundation Online Training is a self-paced, multimedia e-learning course, available 7/24. The content is delivered through the learning platform which was the winner of the 2001 Service Management Innovation of the Year Award from itSMF. The self-paced course prepares students to take the ITIL V3 Foundation certification exam (not included) by introducing the learners to the Lifecycle of managing IT Services to deliver to business expectations. It offers concrete foundation knowledge of the core disciplines of ITIL v3.

The ITIL v3 best practice is composed of five core disciplines:

- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Continual Service Improvement

These disciplines represent a Service Lifecycle framework that enhances alignment with the business while demonstrating business value, improving ROI, and enabling IT to solve specific operational needs.

The course was designed as an ITIL v3 Foundation certification preparation class on IT service management processes, as documented in the IT Infrastructure Library (ITIL), the online training helps individuals and organizations align the planning, development, delivery and support of IT services with business objectives. The course is delivered via the internet and presents the ITSM processes along with audio lectures and module quizzes.

Prerequisites

None, although familiarity with IT Service Delivery will be helpful.

Audience

IT Management, IT Support Staff, IT Consultants, Business Managers, Business Process Owners, IT Developers, Service Providers, System Integrators

Learning Objectives

After completing this training individuals will:

- Understand the ITIL Framework (what, why, where, when, and basic how)
- Identify the key principles and concepts of IT Service Management.
- Identify the benefits of implementing ITIL in an organization.
- Identify Service Management processes and understand how they map to the Service Lifecycle.
- Identify the basic concepts and definitions related to the Service Lifecycle.



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- Identify the activities and roles involved with the Service Lifecycle.
- Identify the relationships among the components of the Service Lifecycle and understand how they map to other components.
- Identify the factors that affect the effectiveness of the Service Lifecycle.
- Recognize the advantages and benefits of using a methodology framework like ITIL.
- Be aware of the key success factors for implementation of ITIL based processes
- Have an appreciation for the considerations related to an ITIL driven project
- Have been prepared for successful completion of the ITIL Foundation Certification exam at the end of the course.

Course Features and Student Materials

The ITIL v3 Foundation Online Training is available via the Internet 24 hours a day, 7 days a week and includes online presentations and an easy-to-use interface and features such as:

- **Audio Lectures:** For a clear explanation of the materials
- **Bulletin Board:** To post questions or generate discussion
- **Tutor Access:** Qualified tutors are available for assistance during the course
- **Progress Reports:** For visibility to module and quiz completion and scores
- **Suspend Functionality:** Suspend the course for up to 30-days for vacation or project workload reasons.
- **Offline Reference:** The IT Service Management Forum (itSMF) IT Service Management Based on ITIL® V3, A Pocket Guide
- **Others:** Glossary, FAQs, Bookmarks, Searching, Student and Instructor notes and more!

System Requirements

Computer: Pentium IV CPU or equivalent with 1MB RAM, VGA graphics capability with min. 512K video RAM, MPC compliant sound card with attached speakers or headphone is recommended, Microsoft compatible mouse, minimum 1024 x 768 pixel resolution

Internet: A 56Kbps or higher Internet connection

Software: Microsoft Internet Explorer 6.x or higher browser with font setting of Medium (default), Macromedia Flash Player 8.0

Exam Details (Optional)

Type:	Multiple choices, 40 questions.
Duration:	Maximum 60 minutes.
Delivery:	An optional one-hour certification examination following completion of the course. Certification is through the Information Systems Examination Board (ISEB) or EXIN and may be taken at any of the Prometric learning centers around the world. To locate a Prometric training center and register online, go to www.2test.com and select Information Technology (IT) Certification and the EXIN ITIL exam: EXO-101 ITIL Foundation v3) or ISEB (BHO-006 – ITIL V3 Foundation).