

ITIL® Version 3 Foundation Training Course



In order for organisations to keep ahead of the rapidly evolving service management marketplace, the OGC IT Infrastructure Library guidelines were created to form an integrated, process based, comprehensive framework for IT Service Management which includes both service delivery and service support. Entities are rapidly incorporating ITIL® in all aspects of their IT service delivery which is driven by increasing governance, security, privacy regulation, and the growing trend towards IT consolidation.

Whether you are managing day-to-day IT services, or establishing and refining existing processes, ITIL® can help you to apply internationally proven best practices for your IT services and underpin the support that you provide with your organisation. ITIL® V3 reinforces the link between IT and the business by considering the lifecycle of a service from its initial planning, which should be aligned to the business need, through to its final stages. This allows a more comprehensive treatment of strategic options, functions, roles, and responsibilities as well as continual improvement. ITIL® V3 also examines the alignment with other best practices and standards.

The importance of ITIL® as a qualification can be seen as a step in promoting your career and personal development. As the holder of a Foundation Certificate in IT Service Management you also become more aware of the techniques, processes and functions in the core ITIL® disciplines of Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. This translates into developing and maintaining your own knowledge in managing wider IT issues within your own work environment.

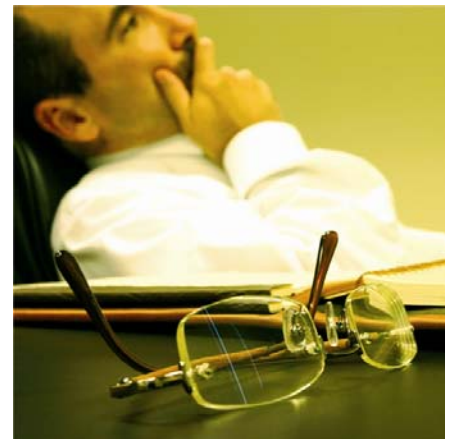
Course Objectives

This exciting and dynamic 3-day course introduces learners to the lifecycle of managing IT services to deliver to business expectations. In addition to an engaging, case study-based approach to learning the core disciplines of the ITIL best practice, this course positions the student to successfully complete the associated exam, required for entry into the future ITIL Version 3 intermediate level training courses.

The ITIL Version 3 best practice is composed of five core disciplines:

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

These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs



What you will learn

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

- Identify the key principles & concepts of IT Service Management
- Understand the benefits of implementing ITIL in an organisation
- Determine the Service Management processes & how they map to the Service Lifecycle
- Pinpoint the basic concepts & definitions related to the Service Lifecycle
- Classify the activities & roles involved with the Service Lifecycle
- Assess the relationship of each component of the Service Lifecycle & how they map to other components
- Evaluate the factors that affect the effectiveness of the Service Lifecycle

Who will benefit?

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

Pre-requisite Knowledge

There are no prerequisites but candidates should either be familiar with the concepts of IT service delivery or have work-related experience in IT services.



Course Content



ITIL® Fundamentals

Origins, development & governance

- Defining IT Service Management
- Reviewing the structure & scope of the Foundation Certification Examination
- People, process, technology & partners

The Five Core Processes

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Service Management as a Practice - Concepts of Service Management

- The efficient development of new services & the improvement of existing services
- Good Practice
- Functions, Roles & Processes

The Service Life Cycle

- The ongoing design, development & utilization of services
- Utility & Warranty
- Service Design & the business
- IT & the business integration

ITIL® V3 Key Principles & Models

Service Strategy

- The three types of Service Providers
- Perspective, position, plan or pattern

Service Design

- Service Portfolio design
- Technology design
- Process design
- Insourcing, outsourcing & partnership

Service Transition

- The Service V model
- Business value, asset & configuration management

Service Operation

- Quality of Service vs. Cost of Service
- Reactive vs. proactive

Continual Service Improvement

- Plan, Do, Act, Check
- Business mission, goals & objectives

ITIL® V3 Processes

The roles in Service Management

- Defining the market
- Strategic assets
- Service Level Management
- Information Security Management
- Supply Management

Resilience & reliability in Service Management

- Availability Management
- Event Management
- Release & Deployment Management

Service Management Functions & Roles Outlining IT organisation functions

- Service Desk function
- Technical Management function
- IT Operations function
- Process owner
- Service owner

Defining service roles

- Service Design roles
- Service Transition roles
- Service Operation roles
- Continual Service Improvement roles

ITIL® V3 Core Concepts

Identifying & documenting the services

- Service Portfolio
- Service Catalogue
- Business case
- Risk
- Service model
- Service provider
- Supplier
- Service Level Agreement (SLA)
- Operational Level Agreement (OLA)
- Contract
- Service Design Package (SDP)

Data information & knowledge

- Configuration Management System
- Service Knowledge Management System (SKMS)
- Definitive Media Library (DML)

Optimising the infrastructure

- Service Request
- Change & Release
- The seven Rs of Change Management
- Event, Alert & Incident
- Problem & Workaround
- Known Error & Known Error Database (KEDB)
- Service Measurement
- Availability
- Diagrams to illustrate the infrastructure

Exam Preparation

- Understanding the ITIL® Qualification scheme
- Identifying the examination process which leads towards the Foundation Certificate in IT Service Management (ITIL® Version 3)

Mock exam

This session is conducted at the end of the course and is intended to help candidates prepare for and pass their ITIL® V3 Foundation exam. It is therefore highly recommended that candidates sit the mock examination.

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About the Trainer

The Trainer holds an ITSMF (ISO20K Certified Consultant), ISEB (ITIL® Managers Cert.) and Oxford Brookes University (MBA) qualification and has over 22 years of ICT experience and over 16 years management and consulting experience. This includes managing service entities, operations in technical environments, customer/vendor relationships, IT and business strategy development, tactical and operational development, marketing and sales, ICT Best Practice such as Governance and Risk and Quality Management (BCM, ITIL®, MOF®, ISO20000 & COBIT®) and managing projects or major roll-outs. He is also a specialist in ICT service management best-practice, business ICT alignment, organisational development, management development and strategy and planning.

About the ITIL® Version 3 Foundation Exam

The ITIL® Version 3 Foundation course prepares a candidate for the examination leading to the Foundation Certificate in IT Service Management (ITIL® Version 3). Learners can undertake the official examination at a convenient date and location, after completing the 3-day course, through a Thomson Prometric approved test centre on www.prometric.com or contact their local office at South Africa 0800 575575/+2711 7130605.

You then request that the certificate is issued by an independent examination body, Examination Institute for Information Science (EXIN) which also facilitates and marks the examination. Candidates passing the exam demonstrate that they fully understand the core disciplines of the ITIL five core disciplines. EXIN is in charge of printing the certificates. Prometric does not distribute EXIN certificates. A candidate will receive his/her certificate within two weeks after the examination session.

- You must achieve a pass mark of 65% to receive your certificate. The format of the examinations comprises of 40 multiple choice questions.
- The exam lasts 60 minutes and students can obtain their examination results immediately after undertaking the exam with certificates following shortly thereafter.
- Candidates for the ITIL Foundation certificate in IT Service Management have to complete all units and successfully pass the corresponding examination to achieve certification.
- The exam does not follow an open-book format

The ITIL® Version 3 Foundation exam is aligned with the core disciplines of the ITIL® best practice. Exam questions are tailored around the concepts and principles of ITIL® in order to test your knowledge and understanding of the basic terms, concepts, and relationships between Service Management processes.

The ITIL® Version 3 Foundation Course and exam is equally applicable to:

IT managers, IT support staff, IT professionals and consultants, IT developers and service providers, business managers and process practitioners and managers in IT service service-providing firms.

Prerequisites

There are no prerequisites but candidates should either be familiar with the concepts of IT service delivery or have work-related experience in IT services.



Exam objectives

Our ITIL® Version 3 Foundation course syllabus is designed to help candidates in their preparation for the ITIL® Version 3 Foundation Exam. It will also assist in raising the individual's understanding of, and competence in, IT service management, ITIL® service design, service transition, service operation, continual service improvement and ITIL® glossary publications. The course follows the exam curriculum and ensures that all the learning objectives required for the exam are covered in the course.

Exam preparation

All EXIN tests are closed book, which implies that no outside written materials or laptop computers are allowed in the testing area. The use of calculators is not permitted. Erasable note boards may be handed out and collected at the end of the exam. No other supplemental materials are allowed during exam administration.

Exam Curriculum

The ITIL® Version 3 Foundation exam covers the following topics:

- Service management as a practice
- The service lifecycle
- Generic concepts and definitions
- Key principles and models
- Processes
- Service management function and roles
- Technology and architecture

Approach, Deliverables and Methods

This practical hands-on course provides:

- Hands-on practical exercises and case studies
- Instruction from a certified consultant with extensive operational experience across a broad range of public and private sector organisations
- Comprehensive course notes and advice on further sources of information
- Certificate after completion of the course

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