



## ITIL® V3 Foundation Course Outline

### PDU=18

#### Objectives

- 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.
- 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.

#### Audience

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

#### Prerequisites

- None

#### Course Description

This course has been created while keeping in mind the requirements of today's learners - those looking for a fun and engaging learning environment that offers hands-on experience. The scenarios are geared to provide both theoretical and practical knowledge, facilitating an effective method for reinforcement and self-assessment. The course offers greater value than any other mode of instruction because it provides motivation as well as learning.

This course introduces 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, and 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.

#### Duration

18 hours (self-paced), 3 days(classroom)

#### Agenda

- ITIL v3 Foundation Course
- Service Management as a Practice
- Service Lifecycle
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- Technology and Architecture
- Exam Preparation Guide



Course Organization Logistics:

Pentium IV, Internet Explorer 6.x, Cookies enabled, JavaScript enabled, Macromedia Flash Player 8.0 and above, speakers or a headset, minimum 1024 x 768 pixel resolution, broadband Internet connection.

About the Examination:

- Accredited Foundation training is strongly recommended but not a prerequisite.
- The exam is a closed book, forty (40) multiple choice questions. The pass score is 65% (26 out of 40 questions). The exam lasts 60 minutes.
- Upon successful passing of the ITIL v3 Foundation exam, the student will be recognized with 2 credits in the ITIL qualification scheme.