

ITIL V3 Foundation Certification

Length: 3 Days

Who Should Attend: Senior IT and business executives, IT management and staff, consultants, project managers and others interested in learning about IT Service Management.

Summary: ITIL Service Lifecycle Processes & Functions:

Service Strategy

- Strategy Generation
- Portfolio Management
- Demand Management
- Financial Management

Service Operations

- The Service Desk
- Incident Management
- Problem Management
- Event Management
- Request Fulfillment
- Access Management
- IT Operations Management
- Technical Management
- Application Management

Continual Service Improvement

- Seven Step Improvement Process

Service Design

- Service Level Management
- Service Catalog Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

Service Transition

- Transition Planning and Support
- Change Management
- Release and Deployment Management
- Service Asset and Configuration Management
- Service Validation and Testing
- Evaluation
- Knowledge Management

COURSE CONTENT

Day 1

- Introduction
- ITIL Concepts
- Service Strategy
- Service Design

Day 2

- Review Day1
- Service Design cont.
- Service Transition
- Service Operation

Day 3

- Review Day 2
- Service Operation cont.
- Continuous Service Improvement
- Self-Study, Exam Prep., Review