



## ITIL V3 FOUNDATION

Duration: 3 Days

### Summary:

This Foundation course is designed to enable delegates to understand the disciplines and processes that help service management staff to deliver and support quality products and services. During the course, delegates will gain knowledge of the internationally recognised best practice terminology, structure, basic concepts and the core principles of ITIL® v3 practices for Service Management.

### Who Should attend:

CEOs, CIOs, IT Service Providers, IT Directors and Managers, Business Managers, Service Management, Consultants and Contractors, Business Process Owners and Individuals who require a basic understanding of the ITIL® V3 framework and how it may be used to enhance the quality of IT service management within an organisation.

- CEOs, CIOs
- General Managers/ Directors
- Managers
- IT professionals
- Students

### Course Benefits:

Key concepts of ITIL, Important principles for improving IT operations, Vital processes and functions, Practical guidance for applying ITIL to everyday IT situations, How to align with business, control costs, and improve IT service quality Strategies to balance IT resources plus Exam Preparation.

### Course Outline:

Lesson 1: Introduction to ITIL

ITIL Basics

The Service Lifecycle

Lesson 2: Continual Service Improvement

Basic Concepts of CSI

CSI Principles

Lesson 3: Service Operation

- Basic Concepts of Service Operation
- The Event Management Process
- The Incident Management Process
- The Problem Management Process
- The Request Fulfillment Process
- The Access Management Process

#### Lesson 4: Service Operation Functions

- The Service Desk Function
- The Technical Management Function
- The IT Operations Management Function
- The Application Management Function

#### Lesson 5: Service Transition

- Basic Concepts of Service Transition
- The Change Management Process
- The SACM Process
- The Release and Deployment Management Process
- The Knowledge Management Process

#### Lesson 6: Service Design

- Basic Concepts of Service Design
- The Service Level Management Process
- The Service Catalog Management Process
- The Availability Management Process
- The Capacity Management Process
- The Information Security Management Process
- IT Service Continuity Management
- The Supplier Management Process

#### Lesson 7: Service Strategy

- Basic Concepts of the Service Strategy Phase
- The Financial Management Process
- The Service Portfolio Management Process
- The Demand Management Process