

ITSM V3 Foundation Certification

Duration: 3 days

Description

The course enables delegates to understand how an integrated IT Service Management framework, based on ITIL best practice guidelines, can be adopted and adapted within their own organizations. To provide proven practical guidance on how to successfully introduce an integrated IT Service Management framework based on the ITIL best practice service lifecycle approach.

To prepare delegates for the ITIL v3 Foundation Certificate in IT Service Management examination, held at the end of the third day. There will be reinforcement in the form of a case study throughout the course with the objective of instilling a deeper understanding of IT Service Management through a real world scenario.

Who Should Attend

This course is for IT Managers and Practitioners involved in the strategy, design, implementation, and ongoing delivery of business-used IT services and for anyone who requires an insight into Service Management best practice.

Prerequisites

There are no prerequisites for this course.

ITIL v3 Foundation Examination

An optional 1-hour, 40 question, closed book multiple choice examination is administered by an independent proctor at the end of the course. Candidates must get 26 or more correct to pass. Certification is through either EXIN or the Information Systems Examination Board (ISEB).

Topics

The focus of the course is to help candidates understand the value to the business provided by each phase of the Service Management Lifecycle as covered by the 5 core books:

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

There is particular importance placed on developing an underlying service culture within the IT organization. Topics covered include:

- Introduction to Service Management
- The importance of Service Management
- Definition of a Service and Service Management
- The need for a service culture

ITSM V3 Foundation Certification:

- Service Management as a practice
- The Service Lifecycle

The following Processes, Functions, Concepts and Terms will be defined and discussed:

- Key Principles and models of ITSM
- The types of service provider
- The five major aspects of Service Design
- The service V model
- The Continual Service Improvement model
- Define the characteristics of a process
- The objectives, business value, basic concepts, roles and interfaces of Service Portfolio

Management

- Service Level Management
- Incident Management
- Change Management
- Demand Management
- Financial Management
- Service Catalogue Management
- Availability Management
- Capacity Management
- Supplier Management
- Information Security Management
- IT Service Continuity Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Event Management
- Problem Management
- Request Fulfillment
- Access Management
- The 7 step improvement process
- Service Desk
- Application Management
- Operations Management
- Technical Management
- Organization structure and key roles
- Using the RACI model
- Technology and Architecture
- Generic requirement for an integrated set of ITSM technology