

## ITIL V3 Foundation Certificate Course

### **Description:**

This entry-level 3-day course provides an excellent introduction to the latest version (version 3) of the IT Infrastructure Library (ITIL).

It covers all of v3 Lifecycle, including Service Strategy, Design, Transition, Operation and Continual Service Improvement.

It also provides the opportunity to gain a highly respected, and valuable industry recognised qualification. The course duration is 3 days, with the formal examination scheduled for the afternoon of day 3.

### **Audience:**

This course is suitable for all levels of IT Staff.

It is a non-technical course and is suitable for non-IT staff whose effectiveness would be enhanced by a greater awareness and understanding of best practices in IT service management.

It is especially beneficial for those individuals who have responsibility for designing and / or implementing Best Practice solutions for IT Service Management.

This course is suited for anyone who wishes to develop his or her career by attaining a formal qualification in IT Service Management (and who might wish to go on and study for higher level qualifications in this field).



**Duration:** *Three Days*

### **Objectives:** Attendance on this course will enable participants to:

Understand the key principles and terminology used within ITIL version 3

Understand why ITIL become so important today

Describe the key IT Service Management processes, roles and responsibilities and the interfaces between them

Explain the key benefits of an IT Service Management based approach to Service Management

Describe some of the practical issues and costs associated with an IT Service Management implementation

Pass the v3 Foundation Certificate examination

### **Exams & Qualifications**

The examination board is the Information Systems Examination Board (ISEB), which is a part of the British Computer Society (BCS)

The qualification gained is the internationally recognised ISEB Foundation Certificate in ITIL

The examination is a one-hour 40 question multiple examination (65% required to pass)

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### **Content:**

#### **Introduction**

Introduction to and importance of IT Service Management, the Service Lifecycle and best practice  
Concept of Service Management  
Key Principles and Model of IT Service Management  
Definition of a Service  
Definition between Functions, Roles and Processes  
The need for a strong service culture

#### **The Service Lifecycle**

The objectives and business value for each phase of the Service Lifecycle and the main goals and value to the business provided by each phase of the lifecycle covering the 5 core books: Service Strategy, Service Design, Service Transition, Service Operation, Continual Service Improvement

#### **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

#### **The Processes and Functions**

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

#### **The objectives and basic concepts of**

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



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