



**CTREC
HILTON**
IT ACADEMY

BUILDING TRAINING SOLUTIONS
FOR THE IT WORLD

ITIL Version 3 Foundation with Certification Exam

Days: 3
Format: Instructor-Led
Class Code: ITILV3
Certification Exams: None
Certification Track: None

Recommended Course Sequence

Knowledge of prerequisites
noted below.

*Course content is subject to change
without notice.*

Course Description:

Our unique use of IT service management tools to demonstrate how processes work, accelerates the knowledge transfer to the student in this 3 day engaging class. Under guidance of the instructor, students acquire familiarity with the IT Service Lifecycle, as well as key ITIL processes, principles, concepts and models to enable students to work more effectively in IT service delivery. The course also provides preparation for passing the ITIL v3 Foundation exam which occurs at the end of the last day of class.

Target Student:

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

Candidates can expect to gain knowledge and understanding in the following:

- Service Management as practice (Comprehension)
- Service Lifecycle (Comprehension)
- Key Principles and Models (Comprehension)
- Generic Concepts (Awareness)
- Selected Processes (Awareness)
- Selected Roles (Awareness)
- Selected Functions (Awareness)
- Technology and Architecture (Awareness)
- ITIL Qualification scheme (Awareness)

Prerequisites:

A general background or familiarity with IT services is recommended, but not required.

Delivery Method:

Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

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At Course Completion:

After completing this 3 day course, participants will understand how IT Service Management processes can improve IT operations and be prepared to sit for the ITIL v3 Foundation exam. In particular, participants will:

- Understand Service Lifecycle
- Identify the key principles and concepts of IT Service Management
- Identify the benefits of implementing ITIL in an organization
- Identify the Service Management processes and how they map to the Service Life Cycle
- Identify the relationship of each component of the Service Life Cycle and how they map to other components
- Comprehend the activities of the main processes
- Prepare to take and pass the ITIL v3 Foundation Certificate in IT Service Management exam

Certification Examination:

ITIL v3 Foundation Certificate (the Foundation Certificate in IT Service Management), a 40-question one-hour multiple choice exam is scheduled during the end of the last day of class. The Foundation Certificate in IT Service Management is awarded to participants who receive a passing grade of 65% or more on the exam. A solid review of ITSM's key concepts, with recommended exam techniques and series of practice examinations, will help student prepare for the exam.

Course Outline

ITIL Fundamentals

Principles of Service Management, origins, development and governance:
<ul style="list-style-type: none">■ Defining IT Service Management■ Reviewing the structure and scope of the Foundation Certification Examination■ People, process, technology and partners
The Five Core Books:
<ul style="list-style-type: none">■ Service Strategy■ Service Design■ Service Transition■ Service Operation■ Continual Service Improvement
Additional Books:
<ul style="list-style-type: none">■ Concepts of Service Management

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Key Terms and definitions

ITIL v3 Key Principles and Model

Service Strategy:
<ul style="list-style-type: none">■ The three types of Service Providers■ Perspective, position, plan or pattern
Service Design:
<ul style="list-style-type: none">■ Service Portfolio design■ Technology design■ Process design■ Insourcing, outsourcing, partnership
Service Transition:
<ul style="list-style-type: none">■ The Service V model■ Business value, asset and configuration management
Service Operation:
<ul style="list-style-type: none">■ Quality vs. Cost of Service■ Reactive vs. proactive
Continual Service Improvement:
<ul style="list-style-type: none">■ Plan, Do, Act, Check

ITIL v3 Processes

Service Strategy:
<ul style="list-style-type: none">■ Service Portfolio Management■ Demand Management■ Financial Management
Service Design:
<ul style="list-style-type: none">■ Service Level Management■ Service Catalog Management■ Availability Management■ Information Security Management■ Supplier Management■ Capacity Management■ IT Service Continuity Management
Service Transition:
<ul style="list-style-type: none">■ Change Management■ Service Asset and Configuration Management■ Release and Deployment Management
Service Operation:
<ul style="list-style-type: none">■ Incident Management■ Event Management■ Request Fulfillment■ Problem Management■ Access Management

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Continual Service Improvement:
■ The 7 Step improvement process
Functions:
■ Service Desk ■ Technical Management ■ Application Management ■ Operations Management (IT Operations Control and Facilities Management)

Roles and Responsibilities

ITIL Practice Quizzes

Technology and Architecture

ITIL Mock Exam