

325:

ITIL® Version 3 Service Management Foundation (3 days)

Course Description...

This offering provides participants with knowledge of ITIL® v3 terminology, structure, basic concepts and core principles of ITIL® Practices for Service Management. Participants walk away prepared to contribute effectively to ITIL-based service improvement efforts in their organizations and to achieve the ITIL “Foundation” level of certification.

The course introduces the concepts of the service lifecycle and the enhanced guidance described in ITIL® Version 3, and discusses the processes, roles, functions and key concepts of IT Service Management.

Learners will come to understand the true value of following the recognized best practices ITIL® and the importance of integrating IT activity with the needs of the business.

At the end of the course, the one-hour "ITIL® Foundation Certificate in IT Service Management" certification examination is given via testing methods authorized by OGC, owners of the ITIL® Practices for Service Management intellectual property.

Who Should Attend...

The ITIL® Version 3 Foundation course is appropriate for persons who require basic understanding of the ITIL® framework and how it may be used to enhance the quality of IT Service Management with an organization.

It is also intended for IT professionals who are working within an organization that has adopted and adapted ITIL® who need to be informed about and thereafter contribute to an ongoing service improvement program.

The associated certification is a prerequisite for pursuit of the “Intermediate” and “Advanced” levels of ITIL® Version 3 education and certification, making this course appropriate for anyone seeking further qualifications.

Foundation Certification...

The “Foundation Certificate in IT Service Management” is awarded by EXIN to learners who have successfully achieved a score of 65% or better on the one-hour, forty-question multiple choice examination given at the end of this course.

The examination is proctored and learners are required to present a photo ID to sit the examination.



Learning Objectives...

At the end of this course, the learner will comprehend:

- ◆ Service Management as a Practice
- ◆ The Service Lifecycle
- ◆ Key ITIL® Principles and Models

At the end of this course, the learner will have awareness of:

- ◆ Generic ITIL® Concepts
- ◆ Selected Processes, Roles and Functions
- ◆ Technology and Architecture Concepts
- ◆ The ITIL® Qualification Scheme

See next page for a detailed course outline...

Notes:

- ITIL ® is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, and is registered in the U.S. Patent and Trademark Office. The trade mark symbol should be inferred wherever the term “ITIL” appears in these materials.
- ROI Training partners with Third Sky, Inc. for ITIL® training.



• Course Outline

Introduction

- ITIL Qualification Scheme

Service Management as a Practice

- Good Practice
- Service and Service Management
- Process Model

Organizing for Service Management

- Functions
- Process and Service Owners
- RACI

Introduction to the Service Lifecycle

- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Continual Service Improvement

Service Strategy

- Key principles and models
- General concepts and definitions
- Service Strategy activities
- Service Portfolio Management
- Demand Management
- Financial Management

Service Design

- Key principles and models
- General concepts and definitions
- Service Level Management
- Availability Management

- Capacity Management
- IT Service Continuity Management
- Supplier Management
- Service Catalog Management

Service Transition

- Key principles and models
- General concepts and definitions
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Knowledge Management
- Evaluation

Service Operation

- Key principles and models
- General concepts and definitions
- Incident Management
- Request Fulfillment
- Access Management
- Event Management
- Problem Management

Continual Service Improvement

- Key principles and models
- General concepts and definitions
- 7 Step improvement process

Technology and Architecture

- Service Automation
- Generic requirements



Day One

Times	Topics
8:00 am – 9:15 am	Introduction & Course Overview Introduction to IT Service Management
9:15 am – 9:25 am	Break
9:25 am – 10:45 am	Service Management as a Practice: <ul style="list-style-type: none"> - Good Practice - Service Management & Services
10:45 am – 10:55 am	Break
10:55 am – 12:00 pm	Service Management as a Practice, cont'd: <ul style="list-style-type: none"> - Structure, Component & Interfaces of ITIL - Basics of Process, Function & Role
12:00 pm – 1:00 pm	Lunch Break
1:00 pm – 2:15 pm	Organizing for Service Management: <ul style="list-style-type: none"> - Processes, Functions & Roles - Service Operation Functions
2:15 pm – 2:25 pm	Break
2:25 pm – 3:40 pm	Introduction to the Service Lifecycle
3:40 pm – 3:50 pm	Break
3:50 pm – 5:00 pm	Introduction to the Service Lifecycle, cont'd Service Strategy Phase – Pt 1 <ul style="list-style-type: none"> - Phase Overview - Key Concepts & Principles Homework Assignment

Day Two

Times	Topics
8:00 am – 9:15 am	Homework Review Service Strategy Phase – Pt 2 <ul style="list-style-type: none"> - Service Strategy Activities - Intro to: Service Portfolio Management, Demand Management, & Financial Management
9:15 am – 9:25 am	Break
9:25 am – 10:45 am	Service Design Phase – Pt 1 <ul style="list-style-type: none"> - Phase Overview - Key Concepts & Principles - Intro to Service Catalog Management
10:45 am – 10:55 am	Break
10:55 am – 12:00 pm	Service Design Phase – Pt 2 <ul style="list-style-type: none"> - Service Level Management - Intro to: Availability Management, Capacity Management, IT Service Continuity Management, Information Security Management, & Supplier Management



<i>12:00 pm – 1:00 pm</i>	Lunch Break
<i>1:00 pm – 2:15 pm</i>	Service Transition Phase – Pt 1 – Phase Overview – Key Concepts & Principles
<i>2:15 pm – 2:25 pm</i>	Break
<i>2:25 pm – 3:40 pm</i>	Service Transition Phase – Pt 2 – Change Management – Intro to: Service Asset and Configuration Management, & Release and Deployment Management – Overview of: Transition Planning & Support Management, Evaluation, Service Validation & Testing, & Knowledge Management
<i>3:40 pm – 3:50 pm</i>	Break
<i>3:50 pm – 5:00 pm</i>	Service Operation Phase – Pt 1: – Phase Overview – Key Concepts & Principles Homework Assignment

Day Three

Times	Topics
<i>8:00 am – 9:15 am</i>	Homework Review Service Operation Phase – Pt 2: – Intro to Event Management – Incident Management
<i>9:15 am – 9:25 am</i>	Break
<i>9:25 am – 10:45 am</i>	Service Operation Phase – Pt 2, cont'd: – Intro to Request Fulfillment, Problem Management & Access Management Continual Service Improvement – Pt 1: – Phase Overview – Key Concepts & Principles
<i>10:45 am – 10:55 am</i>	Break
<i>10:55 am – 12:00 pm</i>	Continual Service Improvement – Pt 2: – The 7 Step Improvement Process – Service Level Management & CSI Technology & Architecture
<i>12:00 pm – 1:00 pm</i>	Lunch Break
<i>1:00 pm – 2:15 pm</i>	Examination Preparation: – Sample Exam Review – Review Games
<i>2:15 pm – 2:25 pm</i>	Break
<i>2:25 pm – 3:40 pm</i>	Closing Exercise Self-Study
<i>3:40 pm – 3:50 pm</i>	Break
<i>3:50 pm – 5:00 pm</i>	Preparation for Exam Certification Examination