

➤ **G005 - ITIL Foundation Certification V3 (2 Day)**

Course Description

The purpose of the ITIL® Foundation certification in IT Service Management is to obtain and demonstrate knowledge of the ITIL terminology, structure and basic concepts. The course covers the five core volumes of the library, which provide an end-to-end view of IT and its integration with business strategy.

*Fastest way to
obtain your
ITIL V3
Certification!*

Course Objectives

Service Management as a Practice

- The concept of a Service
- The concept of Service Management

The Service Lifecycle

- Service Lifecycle objectives
- Key Terminology

Service Strategy

- Establishing an overall strategy for Services
- Fully understand Service Assets
- Define and explain Value Creation
- Understanding the Service Strategy process
- Process and roles in Portfolio Management

Service Design

- Establishing solutions to meet requirements
- Understanding aspects of Service Design
- Comparing Service Sourcing approaches
- Service Catalogue Management
- Information Security Management (ISM)
- Supplier Management

Service Transition

- Managing service transition and release
- The Service V model
- Testing and acceptance criteria
- Processes and roles in Service Transition:
- Release and Deployment Management

Service Operation

- Management of IT Services
- Managing conflicting balances in Service Operation
- Interfacing 'Self Help' capabilities
- Processes and roles in Service Operation
- Event Management
- Request Fulfillment
- Access Management
- New and Changed Functions:
- Technical Management
- Application Management
- IT Operations Management

Continual Service Improvement

- Managing improvements to IT Services and ITSM
- The Continual Service Improvement Model
- The '7 step' improvement process
- The Deming PDCA model
- The importance of metrics in Improvement

Technology and Architecture

- Benefits of automation
- Generic requirements
- Operational requirements

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