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- **G005B – ITIL® Foundation Certification V3 (2.5 Days) – On Site**
 Maximum # of Students: 22

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. This course provides 18 hours of instruction and includes practice exams.

There is a 1 hour exam proctored by Bay3000 as an Accredited Training Organization. We recommend that students prepare to spend a minimum of 30 hours of study time in addition to the training class.

This course is made up of a series of formal lectures, a number of practical assignments to be carried out in syndicate groups and some practical exam preparation. The foundation course has a 'closed book' exam comprising of 40 multiple choice questions to be answered in 60 minutes. Delegates must score 26 or higher to pass. The examination is held at the end of the third-day of the course, under the control of an approved proctor. The course incorporates the APMG V3 Exam Syllabus Version 4.2 to ensure that participants learn all the required knowledge. The outline and order of coverage is not necessarily structured in the same order and sequence as the syllabus, but rather has been organized for the most optimal leaning approach based on our success. All content outlined in the Syllabus is covered.

➤ **RECOMMENDED SUPPLEMENTAL REFERENCE**

THE OFFICIAL INTRODUCTION TO THE ITIL®SERVICE LIFECYCLE - OFFICE OF GOVERNMENT COMMERCE (OGC)

FOUNDATIONS OF IT SERVICE MANAGEMENT BASED ON ITIL®V3 - ITSMF LIBRARY

Published by Bay3000 - an LCS Accredited Training Organization.

ITIL® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries. The Swirl logo™ is a Trade Mark of the Office of Government Commerce. 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. IT Infrastructure Library® is a Registered Trade Mark of the Office of Government Commerce.

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COURSE OUTLINE

➤ COURSE OBJECTIVES

INTRODUCTION TO ITIL® IT SERVICE MANAGEMENT

- ITIL® SERVICE LIFECYCLE PHASES
- SERVICE STRATEGY
- SERVICE DESIGN
- SERVICE TRANSITION
- SERVICE OPERATION
- CONTINUAL SERVICE IMPROVEMENT TECHNOLOGY AND ARCHITECTURE

REVIEW AND QUESTIONS

➤ INTRODUCTION TO ITIL®

- WHAT IS ITIL®?
- ITIL® QUALIFICATION SCHEME
- ITIL® PUBLICATIONS
- LCS REGISTRATION PROCEDURE
- WHY ITIL®?
- IT SERVICE MANAGEMENT
- SERVICE MANAGEMENT CONCEPTS
- GOOD PRACTICES
- ITIL®CORE
- ITIL®COMPLEMENTARY GUIDANCE
- FUNCTIONS, ROLES AND PROCESSES
- CUSTOMER
- ORGANIZATIONAL CAPABILITIES
- SERVICE MANAGEMENT CONCEPTS
- PROCESS MODEL
- RACI CHART
- IT GOVERNANCE
- BUSINESS CASE
- RISK
- THE SERVICE LIFECYCLE



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➤ **SERVICE STRATEGY**

- VALUE CREATION CYCLE
- MANAGEMENT OF RISK (MOR)
- KEY PERFORMANCE INDICATORS (KPI'S)
- CRITICAL SUCCESS FACTORS (CSF'S)
- SERVICE STRATEGY KEY ROLES
- SERVICE PORTFOLIO MANAGEMENT (SPM)
- FINANCIAL MANAGEMENT
- DEMAND MANAGEMENT

SAMPLE EXAM

➤ **SERVICE DESIGN**

- GOAL
- OBJECTIVES
- IMPACT/VALUE
- SERVICE DESIGN-KEY TERMS
- SERVICE DESIGN PRINCIPLES
- THE FOUR P'S OF DESIGN
- 5 ASPECTS OF SERVICE DESIGN
- SERVICE LEVEL MANAGEMENT: (SLM)
- SERVICE DESIGN-KEY PROCESS
- INFORMATION SECURITY MANAGEMENT (ISM)
- SAMPLE EXAM

➤ **SERVICE TRANSITION**

- GOAL
- PURPOSE
- IMPACT/VALUE:
- SERVICE V MODEL
- SERVICE KNOWLEDGE MANAGEMENT SYSTEM
- SERVICE TRANSITION-KEY PROCESS
- CHANGE MANAGEMENT
- SERVICE TRANSITION
- CHANGE MANAGEMENT: WHAT IS A CHANGE?
- CHANGE MANAGEMENT: PROCESS ACTIVITIES
- CHANGE MANAGEMENT: SEVEN R'S
- USE THE SEVEN R'S TO ASSESS CHANGE REQUESTS
- RAISED BY WHO
- REASON FOR THE CHANGE
- RETURN DESIRED BY MAKING THE CHANGE
- RISKS INVOLVED
- RESOURCES REQUIRED

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- RESPONSIBILITY FOR BUILD, TEST, IMPLEMENT
- RELATIONSHIP BETWEEN REQUESTED CHANGE AND OTHER CHANGES
- CHANGE MANAGEMENT: METRICS
- SERVICE TRANSITION-KEY PROCESS
- SERVICE ASSET & CONFIGURATION
- RELEASE AND DEPLOYMENT MANAGEMENT

SAMPLE EXAM

➤ SERVICE OPERATION

- SERVICE OPERATION
- GOAL
- OBJECTIVES
- IMPACT/VALUE
- SERVICE OPERATION-KEY CONCEPTS
- COMMUNICATIONS
- BALANCED OPERATIONS
- FUNCTIONS WITHIN SERVICE OPERATION
- SERVICE DESK
- TECHNICAL MANAGEMENT-HARDWARE
- APPLICATION MANAGEMENT-SOFTWARE
- IT OPERATIONS MANAGEMENT:
- SERVICE OPERATION-KEY FUNCTION
- SERVICE DESK
- TECHNICAL MANAGEMENT (HARDWARE)
- APPLICATION MANAGEMENT (SOFTWARE)
- IT OPERATIONS MANAGEMENT
- SERVICE OPERATION – KEY PROCESS
- INCIDENT MANAGEMENT
- PROBLEM MANAGEMENT
- EVENT MANAGEMENT
- REQUEST FULFILLMENT
- ACCESS MANAGEMENT

SAMPLE EXAM

➤ CONTINUAL SERVICE IMPROVEMENT

- GOAL
- OBJECTIVES:
- IMPACT/VALUE:
- CONTINUAL SERVICE IMPROVEMENT MODEL
- CONTINUAL SERVICE IMPROVEMENT MEASUREMENT:
- THE SEVEN STEP IMPROVEMENT PROCESS: CONCEPTS
- TECHNOLOGY & ARCHITECTURE
- TECHNOLOGY AND ARCHITECTURE

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- AN INTEGRATED TOOL SET APPLICABLE TO ALL STAGES OF THE LIFECYCLE
- LEADS TO COST SAVINGS AND INCREASED PRODUCTIVITY AND QUALITY
- THE TOOL SHOULD SUPPORT THE PROCESSES, NOT THE OTHER WAY AROUND
- SHOULD EMPLOY FLEXIBILITY OF IMPLEMENTATION AND USABILITY
- SHOULD CONFORM TO STANDARDS AND ALLOW FOR MULTI-VENDOR SUPPORT
- TECHNOLOGY AND ARCHITECTURE
- TOOL SELECTION:
 - DEFINE REQUIREMENTS (I.E. SELF HELP, DASHBOARDS)
 - IDENTIFY PRODUCTS
 - SPECIFY SELECTION CRITERIA (MOSCOW)
 - M- MUST HAVE THIS
 - S- SHOULD HAVE THIS
 - C- COULD HAVE THIS IF IT DOESN'T AFFECT ANYTHING ELSE
 - W- WON'T HAVE THIS TIME BUT WOULD LIKE IN FUTURE.
 - EVALUATE PRODUCTS
 - SHORT LIST, SCORE AND RANK
 - SELECT THE PRODUCT

➤ **TECHNOLOGY AND ARCHITECTURE**

- SERVICE DESIGN
- SERVICE DESIGN TOOLS BENEFITS:
- SERVICE AUTOMATION
- CSI & TECHNOLOGY & ARCHITECTURE

SAMPLE EXAM