



ITIL V3 Foundation Training

The ITIL® V3 Foundations training course introduces the student to the principles, processes, and functions of ITIL® V3 as preparation for the ITIL® V3 Certification Exam and its requirements. While the course is designed to provide the student with the information needed to successfully complete the ITIL® V3 Foundations examination, it is the intent of this course to provide insight, practical applications, and other actionable information that can be used to improve an organization's processes.

ITIL is a collection of best practices in IT Service Management. ITIL® certification training is relevant to anyone involved in the delivery or support of IT services. Whether you're managing day-to-day IT services, or establishing and refining existing processes, ITIL® exam preparation can help you get the certification, which will apply internationally proven Best Practices for the IT services and the support you provide.

Instructions: 24 Hours

Audience

- All IT Operations
- Technical or Management staff requiring more information about ITIL® V3 framework best practices
- Anyone responsible for managing, implementing, or consulting on ITIL® V3 processes with IT
- Anyone pursuing a certification in ITIL® V3
- Project Managers looking to enhance their career as PMP/ITIL is the most desired combination in Corporate America today.

Learning Objectives

- ✓ Service Management as a 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)
- ✓ Review of Exam type questions
- ✓ Mock Exam to prepare for Certification Exam