

ITSM/ITIL v3 Foundation Certification

Course Summary

Description

This hands on, instructor led, ITSM Version 3 Foundation certification training program introduces the student to the fundamentals of IT Service Management as described in version 3 of the IT Infrastructure Library (ITIL). Accredited by ISEB, the course helps students prepare for the certification exam along with acquiring valuable insights from instructors who have actually managed IT operations and ITSM programs.

Topics

- Introduction
- ITIL Concepts
- Continuous Service Improvement
- Service Operation
- Service Transition
- Service Design
- Service Strategy
- Open itSM Solutions
- Review Program
- Self-Study, Exam Prep.

Audience

This course is appropriate for senior IT and business executives, IT management and staff, consultants, project managers and others interested in learning about IT Service Management.

Prerequisites

There are no prerequisites required for this class.

Duration

Three days

ITSM/ITIL v3 Foundation Certification

Course Outline

- | | |
|--|-----------------------------------|
| I. Introduction | VII. Service Design |
| II. ITIL Concepts | VIII. Review Day 2 |
| III. Continuous Service Improvement | IX. Service Strategy |
| IV. Service Operation | X. Open itSM Solutions |
| V. Review Day 1 | XI. Review Program |
| VI. Service Transition | XII. Self-Study, Exam Prep |