ITIL v3 Foundation Certification Training Course Description

Topics covered in all course options:

Introduction To Service Management

- ➤ The History of ITIL
- ➤ Service Management as a Practice
- ➤ Key Concepts and Terms
- ➤ Introduction to the LifeCycle Stages

The Service Lifecycle and Processes

- ➤ Objectives and business value for each phase of the lifecycle

- ➤ Main goals and value to the business provided by each lifecycle Stage:
  - Service Strategy
  - Service Design
  - Service Transition
  - Service Operation
  - Continual Service Improvement

Processes and Functions within each Lifecycle Stage

Service Strategy Lifecycle Stage & Processes

- ➤ Service Portfolio Management
- ➤ Demand Management
- ➤ IT Financial Management

Service Design Lifecycle Stage and Processes

- ➤ Service Catalog Management
- ➤ Service Level Management
- ➤ Availability Management
- ➤ Information Security Management
- ➤ Supplier Management
- ➤ Capacity Management
- ➤ IT Service Continuity Management

Service Transition

- ➤ Change Management
- ➤ Release & Deployment
- ➤ Service Asset and Configuration
- ➤ Knowledge Management

Service Operations Processes, Functions, & Roles

Functions

- ➤ The Service Desk
- ➤ Technical Management
- ➤ Application Management
- ➤ IT Operations Management

Topics (Continued)

Service Operations Processes, Functions, & Roles

  Processes

- ➢ Event Management
- ➢ Incident Management
- ➢ Request Fulfillment
- ➢ Problem Management
- ➢ Access Management

Continual Service Improvement

- ➢ The Continual Service Improvement Model

Review and Exam Preparation