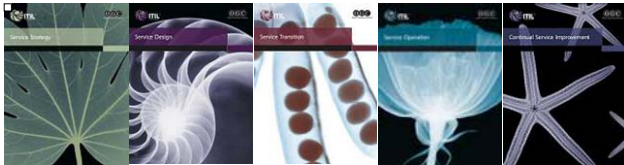


# Foundation of ITSM V3 with Certification Exam (3 day)

The purpose of the ITIL® Foundation certificate in IT Service Management is to certify that the candidate has gained knowledge of the ITIL® terminology, structure and basic concepts and has comprehended the core principles of ITIL® practices for Service Management.



The ITIL® Foundation certificate in IT Service Management is not intended to enable the holders of the certificate to apply the ITIL® practices for Service Management without further guidance.

Candidates can expect to gain knowledge and understanding in the following upon successful completion of the education and examination components related to this certification.

- ◆ 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).

ITIL is a public domain approach for managing IT services. It was developed by the CCTA, transitioned to the Office of Government Commerce (OGC) in the United Kingdom and now maintained by the itSMF, the independent and internationally recognized forum for IT Service Management professionals. IT service management groups around the world are using ITIL processes to improve efficiency and communication in IT services.

## What Makes This Course Unique

Our unique use of IT service management tools to demonstrate how processes work accelerates the knowledge transfer to the participant. We have created a learning experience that is both exhilarating and enjoyable and based on disciplines learned in executive development programs, underpinned by the total quality management, and an in-depth knowledge of IT provisioning.

## Benefits of Attending

After attending this course attendees will understand how IT Service Management processes can improve IT operations. In particular, participants will:

- ◆ Understand Service Lifecycle
- ◆ Comprehend the main activities of the main processes
- ◆ Be aware of key ITIL definitions
- ◆ Be prepared to take the Foundation Certificate examination

If successful in the examination, attain the Foundation Certificate in IT Service Management

## Course Outline

- ◆ ITIL Fundamentals
- ◆ Origins, development and governance
  - Defining IT Service Management
  - Reviewing the structure and scope of the Foundation Certification Examination
  - People, process, technology and partners
- ◆ The Five Core Books
  - Service Strategy
  - Service Design
  - Service Transition
  - Service Operation
  - Continual Service Improvement
- ◆ Service Management as a Practice Concepts of Service Management
- ◆ Key terms and definitions
- ◆ ITIL v3 Key Principles and Models
- ◆ Service Strategy
  - The three types of Service Providers

- Perspective, position, plan or pattern
- ◆ Service Design
  - Service Portfolio design
  - Technology design
  - Process design
  - Insourcing, outsourcing, partnership
- ◆ Service Transition
  - The Service V model
  - Business value, asset and configuration management
- ◆ Service Operation
  - Quality vs. Cost of Service
  - Reactive vs. proactive
- ◆ Continual Service Improvement
  - Plan, Do, Act, Check
- ◆ ITIL v3 Processes
- ◆ Service Strategy
  - Service Portfolio Management
  - Demand Management
  - Financial Management
- ◆ Service Design
  - Service Level Management
  - Service Catalogue Management
  - Availability Management
  - Information Security Management
  - Supplier Management
  - Capacity Management
  - IT Service Continuity Management
- ◆ Service Transition
  - Change Management
  - Service Asset and Configuration Management
  - Release and Deployment Management
- ◆ Service Operation
  - Incident Management
  - Event Management
  - Request Fulfillment
  - Problem Management
  - Access Management
- ◆ Continual Service Improvement
  - The 7 step improvement process



- ◆ Functions
  - Service Desk
  - Technical Management
  - Application Management
  - Operations Management function (IT Operations Control and Facilities Management)
- ◆ Roles and Responsibilities
- ◆ Technology and Architecture
- ◆ ITIL® Qualification scheme
- ◆ Mock Exam

## Review, Practice Questions and Examination

- ◆ High level review of ITSM's key concepts
- ◆ Recommendations for exam technique
- ◆ Series of practice examination questions
- ◆ Examination: 40 multiple choice questions

## Certification Criteria

The Foundation Certificate in IT Service Management is awarded to participants who receive a passing grade of 65% on a multiple-choice exam. Maximum 60 minutes. Candidates sitting the examination in a language other than their native language have a maximum of 75 minutes and are allowed the use of a dictionary)

## Prerequisites

There are no prerequisites. Work experience in IT services is recommended.

## Duration

Three days – includes lecture, exam preparation and exam

## Contact Information

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