

Course Description:

This exciting and dynamic 3-day course introduces learners to the lifecycle of managing Information Technology (IT) services as they relate to business expectations. As well as an engaging, case-study-based approach to learning the core disciplines of the Information Technology Infrastructure Library (ITIL®) v3 best practices, this course also positions the student to successfully complete the associated exam, which is a required prerequisite for future ITIL® v3 intermediate-level training courses.

The ITIL® v3 best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations, and Continual Service Improvement. These disciplines represent a Service Lifecycle framework that further enhances alignment to the business by demonstrating business value and Return on Investment (ROI), while enabling IT to solve specific operational needs.

Audience:

IT Management, IT Support Staff, IT Consultants, Business Managers, Business Process Owners, IT Developers, Service Providers, and System Integrators.

Learning Objectives:

At the end of this course, the student will be able to:

- Identify the key principles and concepts of IT Service Management (ITSM)
- Identify the benefits of implementing ITIL® in an organization
- Identify the Service Management processes and how they map to the Service Lifecycle
- Identify the basic concepts and definitions related to the Service Lifecycle
- Identify the activities and roles within the Service Lifecycle
- Identify the relationship of each component of the Service Lifecycle and how they map to other components
- Identify the factors that affect the effectiveness of the Service Lifecycle

Course Organizational Logistics:

- Classroom with U-shaped seating arrangement preferred
- Whiteboard, projector, and flipchart
- 25 students maximum
- Course runs 8:30 - 5:00 each day
- If required, the exam can be scheduled from 4:00 - 5:00 on the last day

Prerequisites:

None, although a familiarity with IT service delivery is beneficial.

Course Student Material:

Students receive a copy of the classroom presentation material for class participation and exam preparation. There are no other direct reference materials required for this course. However, the following supplemental material is available on the market. The list shown below is not intended as a direct endorsement by G2SF, but is intended as a reference list for the student:

The Official Introduction to the ITIL® Service Lifecycle	ISBN: 9780113310616
Passing Your ITIL® Foundation Exam	ISBN: 9780113310791
IT Service Management Based on ITIL® v3 – A Pocket Guide	ISBN: 9789087531027
Foundations of IT Service Management Based on ITIL® v3	ISBN: 9789087530570

ITIL® v3 Key Element Guides:

- Service Strategy ISBN: 9780113310708
- Service Design ISBN: 9780113310715
- Service Transition ISBN: 9780113310722
- Service Operation ISBN: 9780113310739
- Continual Service Improvement ISBN: 9780113310746

About the Examination:

Accredited Foundation Course training is strongly recommended prior to the exam.

- The exam is closed book and consists of 40 multiple choice questions; the pass score is 65% (26 out of 40 questions)
- The exam lasts 60 minutes

Credits:

- Upon successfully passing the ITIL® v3 Foundation exam, the student will be recognized with 2 credits in the ITIL® qualification scheme
- Project Management Institute (PMI) – Professional Development Units (PDUs) = 18

Agenda:

Day1	Day2	Day3
1. Introduction	5. Service Design	8. Continual Service Improvement
2. Service Management as a Practice	6. Service Transition	9. Technology and Architecture
3. Service Lifecycle		
Lunch		
3. Service Lifecycle	6. Service Transition	10. Exam Preparation
4. Service Strategy	7. Service Operation	Course Evaluation
5. Service Design		Exam
Homework (review of day's material)		



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