



ITL9320CL
ITIL® v3 Foundation
Course

Course Description:

This exciting and dynamic 3-day course introduces learners to the lifecycle of managing IT services to deliver to business expectations. As well as an engaging, case study based approach to learning the core disciplines of the ITIL best practice, this course also positions the student to successfully complete the associated exam, required for entry into the future ITIL v3 intermediate level training courses.

Certificate:
ITIL® Foundation

Duration:
3 days

Course Delivery:
Classroom

Languages:
English ITL9320
Japanese ITLJ9320
Spanish ITLS9320
Portuguese ITLP9320

Credits:
2 Credits to ITIL
Expert

PMI® PDUs:
18

The ITIL Version 3 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 life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.

Audience:

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

Learning Objectives:

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

- Identify the key principles and concepts of IT Service Management.
- 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 involved with 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
- Whiteboard, projector, flipchart
- 25 students maximum
- Course runs 08:30 – 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 will be beneficial.



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Course Student Material:

Students receive a copy of the classroom presentation material. There are no direct reference materials required for this course; however Training Providers do have a choice of supplementing this course with reference materials available on the market. The list shown below is not intended as a direct endorsement by ITpreneurs, but is intended as a reference list for the Training Providers in their consideration for supplemental material:

The Official Introduction to the ITIL® Service Lifecycle	ISBN: 9780113310616
Passing Your ITIL® Foundation Exam Book	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

Some of these books are also available as electronic .pdf and online subscription versions.

About the Examination:

- Accredited Foundation training is strongly recommended but not a prerequisite.
- The exam is a closed book, forty (40) multiple choice questions. The pass score is 65% (26 out of 40 questions). The exam lasts 60 minutes.

Credits:

- Upon successful passing of the ITIL v3 Foundation exam, the student will be recognized with 2 credits in the ITIL qualification scheme.
- Project Management Institute – 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	7. Service Operation	Exam
Homework (review of day's material)		



Course Factsheet

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Description	Code
v3 Foundation Course – Materials printed by ITpreneurs	ITL9320MPI
v3 Foundation Course – Materials printed by partners	ITL9320MPP
v3 Foundation Course – Japanese – Materials printed by ITpreneurs	ITLJ9320MPI
v3 Foundation Course – Japanese – Materials printed by partners	ITLJ9320MPP
v3 Foundation Course – Spanish – Materials printed by ITpreneurs	ITLS9320MPI
v3 Foundation Course – Spanish – Materials printed by partners	ITLS9320MPP
v3 Foundation Course – Portuguese – Materials printed by ITpreneurs	ITLP9320MPI
v3 Foundation Course – Portuguese – Materials printed by partners	ITLP9320MPP
v3 Foundation – Online exam	ITL9320XO
v3 Foundation – Paper exam	ITL9320XP
v3 Foundation – Instructor	ITL9320I

ITpreneurs Training Material Accreditation Status



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