

ITIL^{®†} Version 3 Foundation Course (3 days)

This 3 day course explains the features of ITIL V3, the best-practice framework for IT Service Management. The course provides knowledge and understanding of the terminology, structure, basic concepts and core principles of ITIL practices in the Service Lifecycle approach to IT Service Management that are contained in the 5 core volumes of ITIL V3.

This course is designed for all staff working in IT Service Management and finishes with a 60 minute examination consisting of 40 multi-choice questions that lead to the ITIL V3 Foundation Certificate. A pass mark of 65% is required to gain the certificate. Candidates sitting the exam in a language other than their native language are allowed 75 minutes and the use of a dictionary.

The ITIL V3 Foundation Certificate is a pre-requisite for progression to intermediate and advanced ITIL V3 qualifications.

This course is accredited with the Information Systems Examination Board (ISEB) and is taught by an experienced and accredited lecturer.

Course Objectives

On successful completion of the course delegates will be able to:

- Describe and use ITIL V3 terminology.
- Gain knowledge and understanding of the ITIL Service Lifecycle, the ITIL processes, roles and functions and the dependencies between them that are essential to the provision of effective and efficient IT Services that are integrated with Business processes.
- Gain the ITIL V3 Foundation Certificate, the passport to intermediate and advanced ITIL V3 training and qualifications.

Course Topics

- Introduction to IT Service Management and ITIL V3
 - Key concepts of the Service Lifecycle and ITIL “good practices”.
- Continual Service Improvement
 - Creating and maintaining value for customers through better design, introduction, and operation of services.
 - Continual Service Improvement Model, 7-step service improvement model, Deming Cycle
- Service Operation
 - The practices for the day-to-day management of service operations.
 - Incident Management, Event Management, Request Fulfilment, Access Management, Problem Management, Service Desk, Technical Management, Applications Management & IT Operations Management
- Service Transition
 - Development and improvement of capabilities for transitioning new and changed services into operation.
 - Change Management, Release and Deployment Management, Service Asset & Configuration Management
- Service Strategy
 - Designing, developing and implementing service management as an organizational capability and a strategic asset.
 - Service Portfolio Management, Service Economics, Finance Management, Demand Management
- Service Design
 - The design and development of services and service management processes. Design principles and methods for converting strategic objectives into portfolios of services and service assets.
 - Service Catalogue Management, Service Level Management, Availability Management, Capacity Management, IT Service Continuity Management, Supplier Management, Information Security Management, Knowledge Management

[†] ITIL[®] is a registered trademarks of the Office of Government Commerce (OGC).

Course Agenda

Days 1 & 2 09:00 – 17:00

Day 3 09:00 – 16:00

Course Materials

Each delegate will be supplied with a course handout containing copies of the presentation slides and additional learning content. In addition, each delegate will receive a copy of the itSMF pocket book “An Introductory Overview of ITIL V3”.

Course Presenter

Dr Geoff Harmer is the Director of Maat Consulting Ltd, an independent provider of education and consultancy on best practices for IT Service Management. He has over 25 years experience of training and consulting in the IT industry and is a Chartered Engineer (CEng) and a Chartered Information Technology Professional (CITP). He is an accredited lecturer for ITIL with the Information Systems Examination Board (ISEB), for COBIT with ISACA, for ISO/IEC 20000 with itSMF and for MOF with Microsoft. He holds an ISO/IEC 20000 Consultant Certificate and is a certified PRINCE2 Practitioner. He has been an Associate Lecturer in Technology with the UK Open University since 2000.

After gaining a PhD in neutron physics and conducting scientific research in optical design, he worked for a major computer vendor and several consultancy houses specialising in IT strategy and IT service management for 23 years before setting up Maat Consulting in 2004. He specialises in communicating and developing ideas and approaches around standards and frameworks for information technology through courses, workshops, public lectures and consultancy.