

ITIL® V3 Foundation Certificate in IT Service Management

OVERVIEW

The ITIL V3 Foundation Certificate in IT Service Management course provides comprehensive first-level training for anyone involved in provision, support, and delivery of IT Services.

The course culminates in an optional one-hour multiple-choice examination for the Foundation Certificate in IT Service Management – Version 3 and is a pre-requisite for the further training in ITIL Version 3 that leads to the ITIL Expert Certificate in IT Service Management.

The ITIL framework is a source of good practice in service management. ITIL is used by organisations world-wide to establish and improve capabilities in service management. Service Management is a set of specialised organisational capabilities for providing value to customers in the form of services. The capabilities take the form of functions and processes for managing services over a lifecycle, with specialisations in strategy, design, transition, operation, and continual improvement. The capabilities represent a service organisation's capacity, competency, and confidence for action. The act of transforming resources into valuable services is at the core of service management. Without these capabilities, a service organisation is merely a bundle of resources that by itself has relatively low intrinsic value for customers.

PREREQUISITES

Please Note: If you attend a course and do not meet the pre-requisites you may be asked to leave.

- Involvement in the provision or receipt of IT Services
- ITIL(R) is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries
- IT Infrastructure Library(R) is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries

DELEGATES WILL GAIN AN UNDERSTANDING OF:

- Service Management as a Practice
- The V3 Service Lifecycle
- Key Principles and Models
- Generic Concepts
- Processes
- Roles
- Functions
- Technology and Architecture

- ITIL Qualification Scheme

The course covers the fundamentals of the IT Infrastructure Library (ITIL) Version 3 core volumes which provide an end-to-end view of IT and its integration with business strategy. Those core volumes are: Service Strategy, Service Design, Service Transition, Service Operation, Continual Service Improvement

The course is comprised of lecture sessions, hands on exercises which reinforce the knowledge gained and practice examinations. Those delegates taking the certificate exam on the final day will need to plan to spend 90-120 minutes each evening on revision and example examination questions.

This course is aimed at all levels of IT professionals, Customers, and Users involved in the provision or receipt of IT Services.

EXAMINATIONS

The exam is multi-choice. There are 40 questions to be completed in 60 minutes. The pass mark is 26 correct answers from 40 (65%)

IT Infrastructure Library ITIL® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries

ITIL ® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries

RELATED CERTIFICATIONS

This course forms part of the following certification track(s):

- **ITIL Version 3 Service Management Qualification**