
ITIL® v3 Service Management Foundation Course

Overview: This offering provides participants with knowledge of ITIL® v3 terminology, structure, basic concepts and core principles of ITIL® Practices for Service Management.

The course leads to the ITIL® v3 Foundation Certificate in IT Service Management.

Details: It introduces the concepts of the service lifecycle and the enhanced guidance described in ITIL® Version 3, and discusses the processes, roles, functions and key concepts of IT Service Management.

Learners will come to understand the true value of following the recognized best practices ITIL® and the importance of integrating IT activity with the needs of the business.

At the end of the course, the one-hour "ITIL® Foundation Certificate in IT Service Management" certification examination is given via testing methods authorized by OGC, owners of the ITIL® Practices for Service Management intellectual property.

Customer Value: This course prepares the participant to contribute effectively to ITIL-based service improvement efforts in their organizations and to achieve the ITIL "Foundation" level of certification.

Upon successful completion of the associated certification, this course will earn the participants 2 credits towards further ITIL® v3 qualifications.

Target Audience: The ITIL® Version 3 Foundation course is appropriate for persons who require basic understanding of the ITIL® framework and how it may be used to enhance the quality of IT Service Management with an organization.

It is also intended for IT professionals who are working within an organization that has adopted and adapted ITIL® who need to be informed about and thereafter contribute to an ongoing service improvement program.

The associated certification is a prerequisite for pursuit of the "Intermediate" and "Advanced" levels of ITIL® Version 3 education and certification, making this course appropriate for anyone seeking further qualifications.

Learning Objectives: At the end of this course, the learner will comprehend:

- ◇ Service Management as a Practice
- ◇ The Service Lifecycle
- ◇ Key ITIL® Principles and Models

At the end of this course, the learner will have awareness of:

- ◇ Generic ITIL® Concepts
 - ◇ Selected Processes, Roles and Functions
 - ◇ Technology and Architecture Concepts
 - ◇ The ITIL® Qualification Scheme
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Delivery Alternatives:
(Service Level Packages)

This course may be attended:

Alternative	Duration	Exam
On-line	Self-Paced	Sold Separately
Instructor-led – Public	3 days	Included
Instructor-led – Private On-Site	3 days	Included
Instructor-led – Custom	Speak to your Third Sky representative	

Prerequisites: None

Certification: The "ITIL® Foundation Certificate in IT Service Management" is awarded to learners who have successfully achieved a score of 65% or better on the one-hour, forty-question, closed-book, multiple-choice examination given at the end of this course.
The examination is supervised and learners are required to present a photo ID to sit the examination.

For information about availability and registration please call 1-866-708-4759, visit www.thirdsky.com or email us at sales@thirdsky.com

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