



# ITIL® V3 Foundations

## OVERVIEW

This three-day instructor led course introduces participants to the key concepts, principles and processes of IT Service Management (ITSM) and the concept of the Service Lifecycle. This is achieved through an interactive workshop style of learning consisting of formal lecturing, discussions, exercises, presentations and mock examinations. The course enables participants to understand how an integrated IT Service Management framework, based on ITIL® best practice guidelines can be adopted and adapted within their own organization.

The course is also designed to prepare participants for the ITIL V3 Foundation Certificate in IT Service Management exam which is delivered at the end of the class.

## COURSE DETAILS

### Module 1: Introduction

- Service Management As A Practice
  - Service Lifecycle
  - What is ITIL?
  - Processes vs. Functions
  - RACI Model

### Module 2: Service Strategy

- Service Strategy Principles
- Service Strategy Processes
  - Service Strategy Activities
  - Service Portfolio Management
  - Demand Management
  - Financial Management

### Module 3: Service Design

- Service Design Principles
- Service Design Processes
  - Service Level Management
  - Service Catalog Management
  - Availability Management
  - Capacity Management
  - Information Security Management
  - Supplier Management
  - IT Service Continuity Management

### Module 4: Service Transition

- Service Transition Principles
- Service Transition Processes
  - Change Management
  - Service Asset and Configuration Management
  - Release and Deployment Management

### Module 5: Service Operation

- Service Operation Principles
- Service Operation Functions
  - Service Desk
  - Technical Management
  - IT Operations Management
  - Applications Management
- Service Operation Processes
  - Incident Management
  - Event Management
  - Request Management
  - Problem Management
  - Access Management

### Module 6: Continual Service Improvement

- Continual Service Improvement Principles
- Continual Service Improvement Processes
  - 7-Step Improvement Process

## SERVICE HIGHLIGHT

### YOU CAN LEARN HOW TO

- Be able to recite the key aims, objectives and keywords, and benefits associated with each best practice process
- Relate the benefits and advantages of a best practices framework for IT to their individual operations
- Effectively communicate the value of ITIL and how it addresses the value-add capabilities of IT in fulfilling business needs
- Have a common language for IT
- Understand ITIL from the perspective of quality and continuous improvement
- Be prepared to sit for the ITIL Foundations Certification Exam

Features	ITIL V3 Foundations
Type of Course	Instructor-Led with Labs
Class Location	This course is available onsite at the customer's location
Class Length	Three Days
Number of Students Per Class	Up to 20 students
Who Should Attend	Management and service and process owners, process users, technicians, operations, support, application development, and project managers
Skill Level	Beginner to Intermediate
Suggested Prerequisites	Experience working in IT, business, or services

### EXAMINATION

The exam is administered at the end of day three. It consists of forty (40) multiple choice questions to be answered within a period of one (1) hour. The pass score required is 26/40 or 65%.

### ITIL®V3 CREDITS

Upon successfully passing the ITIL V3 Foundations exam, students will be awarded 2 credits within the ITIL V3 qualification scheme.

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