

ITIL v3 Foundation Certificate in IT Service Management



Course Outlines

ITIL v3 Foundation Certificate in IT Service Management

Days of Training: 3

Overview

In this course, students will describe the basic fundamental concepts of ITIL, and identify the phases of the IT Service Management Lifecycle.

Prerequisites

End-user level computer and networking skills are required. Some level of work experience in IT service support or IT service delivery is highly recommended.

Next Steps

ITIL v3 Intermediate - Service Design
ITIL v3 Intermediate - Service Operation
ITIL v3 Intermediate - Service Strategy
ITIL v3 Intermediate - Service Transition

Lesson 1: Introduction to ITIL

- ITIL Basics
- The Service Lifecycle

Lesson 2: Continual Service Improvement

- Basic Concepts of CSI
- CSI Principles

Lesson 3: Service Operation

- Basic Concepts of Service Operation
- The Event Management Process
- The Incident Management Process
- The Problem Management Process
- The Request Fulfillment Process
- The Access Management Process

Lesson 4: Service Operation Functions

- The Service Desk Function
- The Technical Management Function
- The IT Operations Management Function
- The Application Management Function

Lesson 5: Service Transition

- Basic Concepts of Service Transition
- The Change Management Process
- The SACM Process
- The Release and Deployment Management Process
- The Knowledge Management Process

Lesson 6: Service Design

- Basic Concepts of Service Design
- The Service Level Management Process
- The Service Catalog Management Process
- The Availability Management Process
- The Capacity Management Process
- The Information Security Management Process
- IT Service Continuity Management
- The Supplier Management Process

Lesson 7: Service Strategy

- Basic Concepts of the Service Strategy Phase
- The Financial Management Process
- The Service Portfolio Management Process
- The Demand Management Process

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