

ITIL® Foundations Prep, continued

- Service Operation Lifecycle Phase
 - Incident Management Process
 - Problem Management Process
 - Event Management Process
 - Request Management Process
 - Access Management Process
 - Service Desk Function
 - IT Operations Management Function
 - Technical Management Function
 - Application Management Function
- Service Transition Lifecycle Phase
 - Change Management Process
 - Service Validation and testing Process
 - Release and Deployment Management Process
 - Service Asset and Configuration Management Process
 - Knowledge Management Process

Day 2

- Service Design Lifecycle Phase
 - Service Design Basic Principles
 - Service Catalog Management Process
 - Service Level Management Process
 - Supplier Management Process
 - Capacity Management Process
 - Availability Management Process
 - IT Service Continuity Management Process
 - Information Security Management Process
- Service Strategy Lifecycle Phase
 - Service Assets
 - Demand Management Process
 - Financial Management Process
- Continual Service Improvement Lifecycle Phase
 - The Deming Cycle
 - Continual Service Improvement Model
 - Measurement and Metrics
 - IT Governance
 - Service Automation and Tool Selection
 - Organizational Roles

ITIL® V3 Foundations w/Exam

(3 Days)

Understand the best practices in IT Service Management! Earn your ITIL® V3 Foundations Certification too!

The IT Infrastructure Library (ITIL®) documents best practices in IT Service Management (ITSM). It provides organizations with a roadmap for improving IT services delivery to all of their customers, while constraining costs and addressing the threats to those services. The ITIL® Foundations certification is the prerequisite to all follow-on ITIL® training, and shows that the certificate-holder understands the basic ITIL® terminology, principles and processes.

This course, lead by a Certified ITIL® Expert, will take you from any starting-point (even a vague understanding of what ITIL® encompasses) to the level of under-standing that will allow you to capitalized on these best practices and successfully sit for your ITIL® Foundations certification.

During this course, you will:

- Learn what ITIL® and IT Service Management are all about
- Understand the IT Service Management Lifecycle
- Master each of the ITIL® Processes and Functions
- Apply each of the ITIL® processes and functions to a case study organization
- Apply each of the ITIL® processes and functions to your own organization
- Answer practice exam questions
- Take a complete practice exam
- Sit for your ITIL® V3 Foundations Certification Exam

Who should attend this course?

- IT Directors and Managers
- IT Team Leads and personnel
- Service Desk Managers and personnel
- Anyone seeking other ITIL® certifications

Maximum participants: 25

Course Outline:

Day 1

- Introduction to ITIL® and IT Service Management
 - ITIL® Qualification Scheme & the Foundations certificate
 - History of ITSM and ITIL®
 - Basic Concepts and terminology
 - The IT Service Lifecycle
 - Overview of IT Service Lifecycle Phases



ASK Process Inc. is officially accredited as Accredited Training Provider for ITILv3 Foundations and Accredited Examination Center by EXIN, the Examination Institute for Information Science.

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