

ITIL® V3 Foundations Prep

(2 Days)

Understand the best practices in IT Service Management! And prepare to earn your ITIL® V3 Foundations Certification at the same time.

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 understanding 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
- Answer practice exam questions

Who should attend this course?

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

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 by EXIN, the Examination Institute for Information Science.

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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