



ITIL Training

V3 Foundations Certification – Classroom Training

ITIL® Version 3.0

ITIL version 3.0 represents the second major refresh of ITIL®, an industry recognized framework of “best practices” guidance for IT Service Management. With its introduction in 2007, ITIL Version 3.0 extends ITIL “good practice” guidance to address advancements in technology and the emerging challenges of IT service providers. It delivers significant improvements in its approach to IT Service Management and enhances the ITIL framework to better support the implementation of ITSM.

Course Description

ITIL v3 Foundation is a three (3) day, interactive, instructor led course delivered at InteQ’s training facility or onsite at corporate locations. The course uses lectures, discussions, and group exercises to familiarize IT professionals and others with the core of the ITIL v3 framework, the Service Lifecycle. The course explains the objectives, key concepts, and terminology associated with each stage of the lifecycle of an IT Service and provides a high level understanding of the objectives, key concepts, and activities of the processes that enable each lifecycle stage.

The course is designed to prepare IT professionals for the ITIL v3 Foundation certification exam. The course provides exam preparation assistance that includes: module exams, a discussion of exam taking techniques, and supplemental study materials. The course uses practice certification exams, provided by ITIL’s official accreditor APMG®, to familiarize candidates with the format and structure of the actual certification exam.

The ITIL v3 Foundation certification exam is included with and is administered at the completion of the course.

Course Accreditation

ITIL v3 Foundation classroom has been reviewed and accredited for use as a vehicle for IT professionals and other candidates that wish to attain ITIL v3 Foundation certification. All InteQ instructors are accredited, experienced ITIL consultants that enhance the classroom experience with real world examples.



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Course Learning Objectives

After completing this training individuals will:

- Understand the ITIL Framework (what, why, where, when, and basic how)
- Identify the key principles and concepts of IT Service Management.
- Identify the benefits of implementing ITIL in an organization.
- Identify Service Management processes and understand how they map to the Service Lifecycle.
- Identify the basic concepts and definitions related to the Service Lifecycle.
- Identify the activities and roles involved with the Service Lifecycle.
Identify the relationships among the components of the Service Lifecycle and understand how they map to other components.
- Identify the factors that affect the effectiveness of the Service Lifecycle.
- Recognize the advantages and benefits of using a methodology framework like ITIL.
- Be aware of the key success factors for implementation of ITIL based processes.
- Have an appreciation for the considerations related to an ITIL driven project.
- Be prepared for the completion of the ITIL Foundation Certification exam

Course Outline

The ITIL V3 Foundations course includes the following:

Day 1

- Introduction to IT Service Management
- ITIL and the Service Lifecycle
- Service Strategy
- Service Design

Day 2

- Service Design (Continued)
- Service Transition
- Service Operations

Day 3

- Service Operations (Continued)
- Continual Service Improvement
- ITIL Examination Preparation
- ITIL v3 Foundation Certification Exam



ITIL Training

Course Prerequisites

None

Audience

IT Management, IT Support Staff, IT Consultants, Business Managers, Business Process Owners, IT Developers, Service Providers, System Integrators

Course Schedule & Materials

The ITIL v3 Foundation training is available to IT professionals at InteQ's training facility in Bedford, MA on scheduled dates or on-demand at corporate locations. All ITIL v3 Foundation courses provide the following:

- **Student Guide:** Presentation slides, glossary of terms and acronyms, supplemental materials
- **ITIL v3 Foundation Study Guide:** Overview of the key course learning objectives
Reference: *IT Service Management Based on ITIL v3 – A Pocket Guide* published by the IT Service Management Forum (itSMF)
- **Multiple Practice Certification Exams:** Provided by **ISEB/APMG®** to prepare for the ITIL v3 Foundation exam
- **Instructor Supplied Materials:** Materials to support classroom discussion and ITIL adoption initiatives.

About ITIL®

The IT Infrastructure Library (ITIL) is considered a de facto standard for ITSM and is practiced by organizations worldwide. ITIL is a proven set of guidance and best practices developed in the late 1980s by the United Kingdom Central Computer and Telecommunications Agency (CCTA). The CCTA, which is part of the U.K. government, recognized a need to provide a standard qualification before hiring employees and consultants. CCTA also understood that other public and private sectors would also need similar qualifications. ITIL is seen as a way to reduce costs while maintaining and improving quality of service.

About APMG®

APMG has been designated as the official accreditor of ITIL. APMG accredits training organizations (ATOs), accredits trainers, and course materials. APMG ensures that ATOs internal processes match the quality standards set by APMG for delivering training to the ITIL marketplace. InteQ is an ATO. All InteQ's classroom and online courses are accredited and are designed and developed by ITIL certified consultants and accredited instructors.