



ITIL Training

V3 Foundations Certification – Online Training Course

ITIL® Version 3.0

ITIL version 3.0 represents the second major refresh of ITIL®, an industry recognized framework of “good 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

InteQ's ITIL v3 Foundation Online is a self-paced, multimedia e-learning course, available 7/24. InteQ's self-paced course familiarizes 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 and others 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 includes a practice certification exam, provided by ITIL's official accreditor APMG®, to familiarize candidates with the format and structure of the actual certification exam.

The course does not include ITIL v3 Foundation certification exam. ITIL Foundation certification exams are administered by ITIL examinations boards, e.g. EXIN and ISEB, at numerous locations worldwide.

Course Accreditation

ITIL v3 Foundation Online has been reviewed and accredited for use as a vehicle for IT professionals and other individuals that wish to attain ITIL v3 Foundation certification. All course content has been developed by accredited instructors and experienced ITIL consultants on a learning system that has already been used by thousands of IT Professionals to attain ITIL v2 Foundation certification.

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.



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- 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 Modules

The ITIL V3 Foundations course includes the following modules:

- Introduction to IT Service Management
- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Continual Service Improvement
- ITIL Certifications
- ITIL Examination Preparation
- ITIL Foundation Study Guide

Course Prerequisites

None

Audience

IT Professionals who prefer a learning approach that allows them to learn when time permits and at their own pace, to replay or review material as needed, and prefer more time to prepare for the certification exam than the traditional classroom experience permits.

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



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Course Features and Student Materials

The ITIL v3 Foundation Online Training is available via the Internet 24 hours a day, 7 days a week and includes online presentations and an easy-to-use interface and features such as:

- **Audio Lectures:** For a clear explanation of the materials
- **Bulletin Board:** To post questions or generate discussion
- **Offline Reference:** An *Overview of ITIL V3* published by the IT Service Management Forum (itSMF)
- **Practice Certification Exam:** Provided by **APMG**[®] to prepare for the ITIL v3 Foundation exam
- **Others:** Glossary, Fans, Bookmarks, Searching, Student and Instructor notes and more!

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.