

ITIL® v3 Foundation Simulation Course

Certification: ITIL® Foundation

Duration: 4 days

Course Delivery: Classroom

Credits: 2 Credits to ITIL Expert

PMI® PDUs: 18

Course Description -

This exciting and dynamic 4-day course introduces learners to the lifecycle of managing IT services to deliver to business expectations. As well as an engaging, case study based approach to learning the core disciplines of the ITIL best practice, this course also positions the student to successfully complete the associated exam, required for entry into the future ITIL v3 intermediate level training courses. This special course includes a full day of highly interactive teambuilding leveraging the student's new knowledge of ITIL. Students will actually exercise the ITIL practices in this extremely educational simulation.

The ITIL Version 3 best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.

Audience -

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

Learning Objectives -

At the end of this course, you will be able to:

- Identify the key principles and concepts of IT Service Management.
- Identify the benefits of implementing ITIL in an organization.
- Identify the Service Management processes and 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 relationship of each component of the Service Lifecycle and how they map to other components.
- Identify the factors that affect the effectiveness of the Service Lifecycle.

Prerequisites -

None, although a familiarity with IT service delivery will be beneficial.

About the Examination -

- Accredited Foundation training is strongly recommended but not a prerequisite.
- The exam is a closed book, forty (40) multiple-choice questions. The pass score is 65% (26 out of 40 questions). The exam lasts 60 minutes.

Credits -

- Upon successful passing of the ITIL v3 Foundation exam, the student will be recognized with 2 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 18

Agenda -

Day1	Day2	Day 3	Day3
1. Introduction	5. Service Design	Simulation	8. Continual Service Improvement
2. Service Management as a Practice	6. Service Transition		9. Technology and Architecture
3. Service Lifecycle			
Lunch			
3. Service Lifecycle	6. Service Transition		10. Exam Preparation
4. Service Strategy	7. Service Operation		
5. Service Design	7. Service Operation		Course Evaluation
Homework (review of day's material)	Homework (review of day's material)		Exam