

INV001 - ITIL V3 Foundation Certificate

Course Description

The program is a 3-day, instructor-led course that:

- Provides a comprehensive overview of all of the ITIL disciplines, including objectives, terminology, responsibilities, and critical success factors
- Prepares the attendee to take the ITIL V3 Foundation certification examination
- Helps the attendee to leverage the ITIL V3 disciplines and practices in their work environment

Attendee Profile

The ITIL V3 Foundation Certificate training Course is an introductory-level course. It is offered to professionals responsible for leading, building, supporting, and operating the information technology services delivery aspects of their organizations IT infrastructure or to consulting and other business professionals who need to upgrade their skills.

Pre-requisites

There are no prerequisites for this course. However some knowledge of service management terminology and concepts would be helpful.

Course Completion

On completion of the ITIL V3 Foundation Certificate Training Course attendees will be ready to take the certification examination leading to the Information Technology Infrastructure Library Foundation Certificate. This is a forty question, multiple-choice examination lasting one hour. Attendees would also have the learning foundation necessary to begin or carry-on the process of ITIL discipline implementation in any organization.

Study Material and Curriculum

Attendees will receive a course manual on all of the disciplines, an in-class mock exam takeaway and a copy of the in-class presentation materials. This course will cover the fundamentals of the service lifecycle phases of ITIL V3. The curriculum is as follows:

- Introduction to ITIL and ITSM
- Service Strategy
- Service Design
- Service Transition

- Service Operation
- Service Improvement
- ITIL Foundation Certificate Examination

Logistics

- # of Attendees: Minimum of 8, Maximum of 25
- Cost of Exam: \$195