

ITIL® V3 Foundation

Course Overview

This three-day official ITIL® V3 Foundations certification course provides you with a general overview of the IT Service Management Lifecycle which is outlined in ITIL's five core books: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. ITIL's "Service Lifecycle" consists of 24 processes and four functions. These include:

Service Lifecycle Stage	Processes & Functions
Service Strategy	Service Strategy, Service Portfolio Management, Financial Management, Demand Management
Service Design	Service Catalogue Management, Service Level Management, Supplier Management, Capacity Management, Availability Management, IT Service Continuity Management, Information Security Management
Service Transition	Transition Planning & Support, Change Management, Service Asset & Configuration Management, Release & Deployment Management, Service Validation & Testing, Evaluation, Knowledge Management
Service Operation	Event Management, Incident Management, Request Fulfillment, Problem Management, Access Management, and the functions of: IT Operations, Technical Management, Application Management, Service Desk
Continual Service Improvement	Seven-Step Improvement Process

What You Will Learn

The course is designed as an introduction to ITIL and enables you to understand how an integrated ITSM framework can be utilized to achieve IT business integration, cost reductions and increased productivity. The agenda includes:

- What is ITIL; its strategic and operational benefits; and an overview of ITIL's certification program
- ITIL's key concepts, definitions and objectives
- ITIL's "service-driven lifecycle" approach, and the structure, components and processes and functions of the five core ITIL books. For each of the five core books and the related processes and functions, the course provides:
 - A high level description of the main activities, goals and benefits
 - Process interrelationships and interdependencies, what "process integration" and "business integration" really mean
 - Key metrics and management reporting

The course prepares you for the examination leading to the Foundation Certificate in IT Service Management. This certification is the prerequisite for the Intermediate and Expert levels of ITIL certification.

Course & Instructor Accreditation

Pink Elephant is globally accredited to provide ITIL education for the certification program. The organisation is accredited by the Examination Institute for Information Science (EXIN), the Information Systems Examination Board (ISEB), and Loyalist Certification Services (LCS).

Your instructor is a highly experienced ITIL-certified member of Pink Elephant's consulting team. Further, he or she is qualified to teach this course as defined by Pink Elephant's internal Certified Trainer Program. You can expect to learn from an individual with the industry's deepest knowledge on how to lead a successful implementation project. This knowledge is a direct result of Pink Elephant's vendor neutrality as well as many years of experience implementing ITIL processes in a variety of organisations worldwide.

Leading the way in IT Management





Who Should Attend & Prerequisites

ITIL Foundations is suitable for anyone working in IT services requiring more information about the ITIL best practice framework. Or, individuals who are V2 certified and wish to upgrade their knowledge.

There are no mandatory prerequisites. Work experience in IT services is recommended.

To view Pink Elephant's Terms & Conditions please visit:
<http://www.pinkelephant.com/terms/>

Exam, Certifications & Awards

This course prepares participants for the examination leading to the Foundation Certificate In IT Service Management. A 60-minute, 40 question, multiple-choice exam is scheduled on the last day of the course, and is administered by an independent examination body. A passing mark of 65% is required to receive your certificate.

- 2 ITIL credits
- You will attain 18 professional development units (PDUs) for Project Managers.

Duration

3 days

ITIL® is a registered trademark and a registered community trademark of the Office of Government Commerce and is registered in the U.S. Patent and Trademark Office.

For detailed information or to meet with us, please feel free to contact us!

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