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# ITIL V3 Foundation Training Program – Course Blueprint

## Key Learning Objectives:

Attendance to this training program will enable participants to:

1. Understand the key principles and terminology used within ITIL Version 3.
2. Understand why ITIL has become so important today.
3. Describe the key IT Service Management processes, roles and responsibilities and the interfaces between them.
4. Explain the key benefits of an IT Service Management based approach to Service Management.
5. Describe some of the practical issues and costs associated with an IT Service Management implementation.
6. Pass the V3 Foundation Certificate examination.

## Who will benefit from this program?

1. This program is suitable for all levels of IT staff.
2. It is a non-technical training program and is suitable for non-IT staff whose effectiveness will be enhanced by a greater awareness and understanding of best practices in IT Service Management.
3. This program is suited for anyone who wishes to develop his/her by attaining formal qualification in IT Service Management.
4. Information technology service providers, IT directors and managers, Business Managers and indeed, any organization that depends on IT Services.

## Why does your organization need ITIL?

- You can rely on tried and tested processes of more than 20 years standing.
- ITIL helps you separate administrative tasks and technical tasks so that you assign the most appropriate resources.
- It helps keep costs in the organization to a minimum.
- You can segregate non-technical staff and prevent them from having to get too involved in technical support issues.
- You will be able to better measure technical support performance.

## **Course Length/Cost**

This program is delivered over duration of 33 contact hours or eleven, three hour sessions.

The tuition cost for this program is TTD \$3500. per person.  
The exam fee for this program is USD \$165. per person.

For in-house training, the schedules are set via mutual agreement – training schedule options are discussed to ensure effective delivery regarding staff availability.

In-house training only for minimum of seven (7) persons.

## **Course Outline: Information Technology Infrastructure Library – ITIL**

### **INTRODUCTON:**

- Introduction to and importance of IT Service Management, the Service Lifecycle and best practice.
- Concept of Service Management.
- Key Principles and Model of IT Service Management.
- Definition of a Service.
- Definition between Function, Roles and Processes.
- The need for a strong Service Culture.

### **THE SERVICE LIFE CYCLE:**

The objectives and business value for each phase of the Service Lifecycle and the main goals and value to the business provided by each phase of the lifecycle covering:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

## **KEY PRINCIPLES AND MODEL OF ITSM:**

- The types of Service Provider
- The five major aspects of Service Design
- The Service V Model
- The Continual Service Improvement model

## **THE PROCESSES AND FUNCTIONS:**

Define the characteristics of a Process. The objectives, business value, basic concepts, roles and interfaces of:

- Service Portfolio Management
- Service Level Management
- Incident Management
- Change Management

## **THE OBJECTIVES AND BASIC PRINCIPLES OF:**

- Demand Management
- Financial Management
- Service Catalogue Management
- Availability Management
- Capacity Management
- Supplier Management
- Information Security Management
- IT Service Continuity Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Event Management
- Problem Management
- Request Fulfillment
- Access Management