

ITSM V3 Foundation Certification:

Delivery Format: Instructor Led

Duration: 3 Days

Course Description

This hands on, instructor led, ITSM Version 3 Foundation certification training program introduces the student to the fundamentals of IT Service Management as described in version 3 of the IT Infrastructure Library. Accredited by ISEB, the course helps students prepare for the certification exam along with acquiring valuable insights from instructors who have actually managed IT operations and ITSM programs.

Delivered over three days the course features lectures, discussion, team exercises and quizzes. It culminates with an optional, one-hour certification examination.

Course Outline

Day 1

- Introduction
- ITIL Concepts
- Continuous Service Improvement
- Service Operation

Day 2

- Review Day1
- Service Transition
- Service Design

Day 3

- Review Day 2
- Service Strategy
- Open itSM Solutions
- Review Program
- Self-Study, Exam Prep.

Who Should Attend

Senior IT and business executives, IT management and staff, consultants, project managers and others interested in learning about IT Service Management.

Prerequisites

None, but it is our recommendation that students with limited IT backgrounds sit through an introductory awareness program

Exam

A 1-hour, 40 question, closed book multiple choice examination is administered by an independent proctor at the end of the course. Certification is through either the Information Systems Examination Board (ISEB) or EXIN.

Reference Material

Each student will receive a workbook. Other ITSM-related study material and books are available for purchase prior to, or during, the class.

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