

TITLE	DURATION
ITIL V3 Foundation for IT Service Management	24H

Audience

All IT Staff, system and network administrators, managers and executives who are responsible for the delivery of IT services in an organization.

Prerequisites

Experience and knowledge of IT computing environments are useful but not essential.

Course Objective

Upon successful completion of this course participants will be able to:

- Gain an understanding of the ITIL service lifecycle and its key components
- Gain the knowledge necessary to prepare for the ITIL V3 Foundation Certificate examination from EXIN, ISEB or APM Group

Course Outline

Service Management as a Practice

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

ITIL Qualification Scheme