

ITIL Foundation Course – V3

Duration: 2 days

Time: 09:00am to 06:30pm

The purpose of the ITIL® Foundation certificate in IT Service Management is to certify that the candidate has gained knowledge of the ITIL® terminology, structure and basic concepts and has comprehended the core principles of ITIL® practices for Service Management.

ITIL V3 Content (The lifecycle approach)

1. Service Strategy (SS)

- a. Business strategies & processes
- b. Service strategies & processes
- c. Defining IT Services
- d. Service Management strategy and value realization planning
- e. IT governance and direction setting for services
- f. Value Realization
- g. Linking business plans and directions to IT service strategies
- h. Service archetypes
- i. Service provider types
- j. Service Portfolio management
- k. Service management capabilities
- l. Formulating, translating and reviewing service strategies
- m. Planning and implementing service strategies
- n. Roles and responsibilities
- o. Measurement and control
- p. Challenges, critical success factors and risks
- q. Existing best practices

2. Service Design (SD)

- a. The service lifecycle design
- b. Design objectives for service
- c. Components involved in Service design
- d. Selecting the appropriate service model
- e. In-source services
- f. Outsource services
- g. Co-source services
- h. Shared Service
- i. Service Requirements
- j. Service, People, process, knowledge, tools
- k. Roles and responsibilities
- l. Capability & Models
- m. Cost Model & pricing
- n. CBA – Cost Benefit Analysis and Risks Analysis
- o. Process fundamentals
- p. Methods, practices and tools
- q. Implementing service design
- r. Measurement and control
- s. Challenges, critical success factors and risks

3. Service Transition (ST)

- a. Managing changes to the Service components (Change

Management)

- b. Knowledge management system (KMS)
- c. Service management knowledge base system (Knowledgebase including KEDB)
- d. Risk analysis and management (CRAMM etc)
- e. Lifecycle stages (Various stages of service lifecycle)
- f. Process fundamentals (Basic Process Model)
- g. Roles and Responsibilities (RACI Matrix)
- h. Methods, practices and tools (Best practices)
- i. Implementing service design (release)
- j. Measurement and control (KGI, KPI etc)
- k. Challenges, critical success factors
- l. Existing best practices

4. Service Operation (SO)

- a. Stages in SO
- b. Principles of SO
- c. Process fundamentals
- d. Functions
- e. Infrastructure management
- f. Operations management
- g. Roles and Responsibilities
- h. Control processes and functions
- i. Procedural activities and templates
- j. Methods, practices and tools
- k. Implementing service design
- l. Scalable practices
- m. Measurement and control
- n. Challenges, critical success factors
- o. Other best practices

5. Continual Service Improvement (CSI)

- a. Business drivers for improvement
- b. Technology Drivers for improvement
- c. Justification
- d. Business, Financial, Organizational benefits
- e. Principles of CSI
- f. Process fundamentals
- g. Roles and responsibilities
- h. Methods, practices and tools
- i. Implementing service improvement
- j. Measurement and control
- k. Challenges, critical success factors
- l. Other best practices

6. ITIL® Qualification scheme – a discussion