ITIL® Service Management Foundation Version 3
Course Description

3 Days Duration

You will learn

- An appreciation of the ITIL approach to Best Practice for the provision of Service Management.
- A basic understanding of the ITIL framework.
- How ITIL can be used to enhance the quality of IT service management within an organisation.
- A comprehension of the key areas of the 5 ITIL core books which are :- Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.

Benefits to you

- Effective and formal IT Service Management gives an organisation a clear view of its IT capabilities. It gives the IT department a clear understanding of the customer's needs, drivers and motivation.
- The interlocking IT Service Management disciplines allow the needs of the customer to be matched by the capability of the services being offered.
- Armed with the knowledge gained on this course, your effectiveness, and therefore your desirability to any organization is greatly increased.

- The APMG accredited ITIL Foundation qualification is recognised world- wide as a measure of excellence in IT Service Management skills.

Objective

- This course is designed to provide a basic understanding of the UK Government's OGC ITIL Service Management Best Practice. Plus the APMG accredited ITIL Foundation qualification.
- ITIL (the IT Infrastructure Library®) is the most widely accepted approach to IT Service Management in the world.
- ITIL provides a professional approach to the provision of IT Services.
- Professional IT Service Management disciplines deliver improved quality of service to customers enabling businesses to reduce costs, derive higher revenues and hence increase profit.

Who should attend

- This course is invaluable for all personnel involved in the provision of IT Services, and all staff who require the APMG accredited ITIL Foundation qualification.

Hands on

- To compliment the formal lectures, a number of practical assignments are carried out in syndicate groups.
- Throughout the course a series of mock examinations will be set and candidates will have ample opportunity to prepare for the Foundation examination, which is taken on the final afternoon