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ITIL Service Management Foundation - Version 3 Course Description

3 Days Duration [click for course syllabus](#) [special offers](#) [dates & venues](#)



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

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Telephone: 0794 1242411 or 02380 848101

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