

# ITIL V3 Foundation Course

**Duration:** 3 days Instructor-led training

**Certification:** ITIL Foundation Certification v3

## Introduction

- This entry-level 3-day course provides an excellent introduction to the latest version (version 3) of the IT Infrastructure Library (ITIL).
- It covers all of v3 Lifecycle, including Service Strategy, Design, Transition, Operation and Continual Service Improvement.
- It also provides the opportunity to gain a highly respected and valuable industry recognised qualification. The course duration is 3 days, with the formal examination scheduled for the afternoon of day 3.

## Course Outline

### Introduction

- Introduction to and importance of IT Service Management, the Service Lifecycle and best practice
- Concept of Service Management
- Key Principles and Model of IT Service Management
- Definition of a Service
- Definition between Functions, Roles and Processes
- The need for a strong service culture

### The Service Lifecycle

- The objectives and business value for each phase of the Service Lifecycle and the main goals and value to the business provided by each phase of the lifecycle covering the 5 core books:
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

### Key Principles and models of ITSM

- The types of service provider
- The five major aspects of Service Design
- The service V model
- The Continual Service Improvement model

### The Processes and Functions

- Define the characteristics of a process. The objectives, business value, basic concepts, roles and interfaces of:
  1. Service Portfolio Management
  2. Service Level Management
  3. Incident Management
  4. Change Management

### The objectives and basic concepts of

- Demand Management
- Financial Management
- Service Catalogue Management
- Availability Management
- Capacity Management
- Supplier Management
- Information Security Management
- IT Service Continuity Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Event Management
- Problem Management
- Request Fulfillment
- Access Management

## Course Registration

Please contact us for registration

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