

# IT Infrastructure Library (ITIL®) Foundation Certification v3.0

Course length: 3 days

## Course Description

**Course Objective:** You will describe the basic fundamental concepts of ITIL, and identify the phases of the IT Service Management Lifecycle.

**Target Student:** The target student is any IT professional who works in IT service support and delivery: including Service Desk/Help Desk managers and staff; IT department managers; or any other IT support and delivery roles; who either wishes to advance to service management, benefit from the knowledge of a de facto standard for describing IT service and support, or who wishes to refine their skills in their current service management job to include ITIL best practices.

**Prerequisites:** End-user level computer and networking skills are required. Some level of work experience in IT service support or IT service delivery is highly recommended.

## Certification

The IT Infrastructure Library (ITIL®) Foundation Certification v3.0 course is designed to help you prepare for the ITIL v3 Foundation exam. You should also refer to the exam objectives, as listed in the ITIL Foundation Certificate in IT Service Management Syllabus version 4.2, to see how they map to the course content. The exam objectives from the syllabus, along with a mapping of the syllabus components to the course content, are provided in Appendix A. Part of your recommended preparation for the ITIL Foundation level exam includes completing at least one mock exam. Two accredited mock exams, along with answers and rationales, are included with the support files for this course. The course files are available either on an enclosed CD-ROM or by download from <http://elementcourseware.com>. You should plan to spend at least two hours of your time in this class completing and reviewing these exams.

## Course Objectives

Upon successful completion of this course, students will be able to:

- Describe the history and basic concepts of ITIL.
- Describe the Continual Service Improvement phase of the IT Service Lifecycle.
- Describe the Service Operation phase of the IT Service Lifecycle.
- Describe the various functions of the Service Operation Lifecycle phase of the IT Service Lifecycle.
- Describe the Service Transition phase of the IT Service Lifecycle.
- Describe the Service Design phase of the IT Service Lifecycle.
- Describe the Service Strategy phase of the IT Service Lifecycle.

## Course Content

### Lesson 1: Introduction to ITIL

Topic 1A: ITIL Basics

Topic 1B: The Service Lifecycle

### Lesson 2: Continual Service Improvement

Topic 2A: Basic Concepts of CSI

Topic 2B: CSI Principles



### **Lesson 3: Service Operation**

Topic 3A: Basic Concepts of Service Operation  
Topic 3B: The Event Management Process  
Topic 3C: The Incident Management Process  
Topic 3D: The Problem Management Process  
Topic 3E: The Request Fulfillment Process  
Topic 3F: The Access Management Process

### **Lesson 4: Service Operation Functions**

Topic 4A: The Service Desk Function  
Topic 4B: The Technical Management Function  
Topic 4C: The IT Operations Management Function  
Topic 4D: The Application Management Function

### **Lesson 5: Service Transition**

Topic 5A: Basic Concepts of Service Transition  
Topic 5B: The Change Management Process  
Topic 5C: The SACM Process  
Topic 5D: The Release and Deployment Management Process  
Topic 5E: The Knowledge Management Process

### **Lesson 6: Service Design**

Topic 6A: Basic Concepts of Service Design  
Topic 6B: The Service Level Management Process  
Topic 6C: The Service Catalog Management Process  
Topic 6D: The Availability Management Process  
Topic 6E: The Capacity Management Process  
Topic 6F: The Information Security Management Process  
Topic 6G: IT Service Continuity Management  
Topic 6H: The Supplier Management Process

### **Lesson 7: Service Strategy**

Topic 7A: Basic Concepts of the Service Strategy Phase  
Topic 7B: The Financial Management Process  
Topic 7C: The Service Portfolio Management Process  
Topic 7D: The Demand Management Process

### **Appendix A: Exam Mapping**

