ITIL Service Management Foundation (V3) Duration: 3 days Price: £745 + vat	**This course is an intensive introduction to the ITIL service management framework, providing a "best practice" approach to all aspects of the service lifecycle which is designed to enable successful delivery and support of quality IT Services.** **The course consists of short lectures, discussions, examination technique, mock examinations and culminates in an invigilated exam on the third day. It provides an excellent introduction to IT Service Management, and offers preparation for a Service Improvement Programme.**

Course Objectives:
This course provides a solid foundation for those seeking an entry-level professional qualification in IT Service Management and is a pre-requisite for progression to the ITIL V3 Lifecycle and Capability modules. Candidates will gain knowledge of the key concepts, processes and functions that make up ITIL Service Management.

Course Content:

Gain an understanding of Service Management as a practice

- The concept of "Service"
- The concept of "Service Management"
- Understanding Customer Requirements and building relationships
- The concept of "Good Practice"
- The process model and process characteristics

Gain an Understanding of the Service Lifecycle

- The objectives and business value of each phase in the lifecycle

Service Strategy

- Understand and develop markets
- Creation of value through services
- The four main activities
- Service Portfolio Management
- Financial Management
- Demand Management

Service Design

- The importance of People, Processes, Products and Partners for Service Management
- The five major aspects of Service Design
- Different sourcing approaches and options
- The Service Design Processes

Service Transition

- Planning and setting expectations
- The Service V model
- Knowledge Management
- Service Asset and Configuration Management
- Change Management
- Release and Deployment Management

Service Operation

- Where the business value is realised
- Achieving a Balance
- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management
- Understanding of the Functions

Continual Service Improvement

- Vital to ensure continued Good Practice
- The importance of Measurements and metrics
- The Deming Cycle
- Basic concepts , process activities, interfaces and metrics for the 7 step improvement process
- The role of Governance for Continual Service Improvement.

Continued……..

Key Concepts

Gain an understanding of the key terminology and key concepts of ITIL Service Management

Processes

Candidates will gain an understanding of how the Service Management processes contribute to the Service Lifecycle

Roles

After completing this course candidates will understand and be able to account for the roles and responsibilities within Service Management

Functions

This aims to help the candidate explain the role, objectives, organisational structures, staffing and metrics of the Service Desk function and to state the role, objectives of the other three functions which are:

- Technical Management
- Application Management
- IT Operations Management

Technology and Architecture

Looks at some of the generic requirements for an integrated set of Service Management Technology

Examination

The course ends with a one hour 'closed book' multiple-choice paper, with 40 questions.

Prerequisites

There are no formal requirements for the course, but at least one years experience of the IT industry is recommended.