

The Complete Interactive ITIL® V3 Foundation Training Package for individuals



ILX Group's accredited ITIL® V3 Foundation course is a completely integrated training course for individuals that wish to train to ITIL® V3 Foundation level.

The course combines multiple voices, with animation and interactive exercises, allowing learning at a time, pace and location to suit you. The ITIL® V3 Foundation course has been fully accredited by the APM Group and consists of seven topics, including a mock exam simulator to test yourself before the exam.

Benefits

- Cost effective approach to becoming ITIL® V3 qualified
- Full tutorial support
- Interactive questioning throughout the course to help retain knowledge
- Dual English voices to keep learners interested
- Self paced so you can move forward as your confidence increases
- On demand training

Target audience

ITIL® V3 is primarily targeted at those people responsible for delivering IT services, however all staff involved in IT services delivery will find the course useful.

IT directors need to be aware of ITIL® V3 to ensure that staff in their organisation have the required level of knowledge. It is also important for business staff, managers, day-to-day customers and end users involved in building good relationships with their IT service providers.

Software developers, maintainers and testers need to be aware of IT service management requirements so that they can understand their relationship with IT service managers and ensure that requirements are incorporated into new and revised products and services from the outset.

Why e-learning?

E-learning provides a flexible and cost effective way to increase your qualifications. It puts you in control and makes learning easier and more enjoyable by allowing you to study in your own time and at your own pace. It also enables you to focus on subjects and information that interest you or where you need to improve your knowledge. You can also repeat sections as many times as you need during the course and as a refresher.

What's included?

The package consists of an interactive CD-ROM based on the ITIL® V3 Foundation syllabus which uses innovative multimedia training features and a mock exam simulator. It is equivalent to a 3 day classroom training course.

- Leather binder complete with Foundation interactive CD-ROM
- A Dictionary of IT Service Management – Terms, Acronyms and Abbreviations
- ITIL® V3 Foundation exam fee
- IT Service Management Based on ITIL® V3 – A Pocket Guide
- ITIL® V3 Process Model Wall Chart
- FAQ's and keyword search
- Full tutorial support

**ONLY
£369
+ VAT**



Minimum Requirements

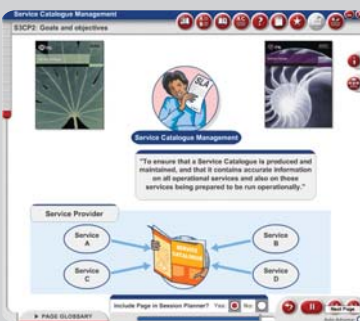
The course is designed to be run from a multimedia PC, with a CD-ROM and sound. The PC should have a minimum of 128MB memory and SVGA graphics.

For further information call ILX on
+44 (0)1270 611600 or visit our website at

www.italtraining.com



E-Learning Course Synopsis



Overview of ITIL® V3 and Service Management

- What is ITIL® V3?
- ITIL® V3 and Quality
- Service Management
- ITIL® V3 Processes

Service Strategy – Overview of Goals and Objectives

- Define the Market
- Develop Offerings
- Develop strategic assets
- Prepare for Execution
- Service Portfolio Management
- Demand Management
- Financial Management

Service Design – Overview of Goals, Objectives and Roles

- Service Level Management & Supplier Management
- Service Catalogue Management
- Availability Management
- Information Security Management
- Capacity Management
- IT Service Continuity Management

Service Transition – Overview of Goals, Objectives and Roles

- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management

Service Operation – Overview of Goals, Objectives and Roles

- Incident Management
- Event Management
- Request Fulfilment
- Problem Management
- Access Management
- Service Desk
- The Technical Management Function
- The Application Management Function
- The IT Operations Management Function

Continual Service Improvement – Overview of Goals, Objectives and Roles

- Continual Service Improvement – 7 Step Improvement Process
- CSI – Improvement Model
- CSI – Deming Cycle

Technology and Architecture – Overview of Goals and Objectives

- ITIL® V3 Qualification Scheme and Exam Techniques

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ITIL® V3 Mock Exam Simulator

- Randomised ITIL® V3 Foundation level exam questions

For further information contact:

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Email sales@ilxgroup.com or visit our web site at www.ilxgroup.com for the latest news and updates.

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