

# ITIL v3 Foundation certificate



## Why ITIL v3?

ITIL v3's most significant benefit is that it shows you what to do in terms of improving IT operations – and how to do it. All of the ITIL v2 processes are contained within v3, with greater emphasis on how to demonstrate value to the business with examples of ROI statements and case studies. Now is an opportune time to apply the lifecycle principles to your environment and ensure that the service ethos of continual service improvement is an integral part of business as usual.

Plus, with ITIL now an international quality standard (ISO/IEC 20000), your organisation can receive independent verification of IT Service Management excellence.

## Why You Should Attend This Course

ITIL® is a non-proprietary approach for managing IT services. Now considered the world wide de facto standard for managing a business focused, cost effective IT organisation, the ITIL framework has recently been redesigned from a process-led approach to a service lifecycle approach. This end-to-end view of how IT should be integrated with business strategy is at the heart of ITIL v3's five core volumes:

- Service Strategy which looks at overall business aims and expectations to ensure IT strategy maps back to them
- Service Design which starts with a set of new or changed business requirements and ends with the development of a solution designed to meet the documented needs of the business
- Service Transition which is concerned with managing change, risk & quality assurance and has an objective to implement service designs so that service operations can manage the services and infrastructure in a controlled manner

- Service Operation which is concerned with business as usual activities
- Continual Service Improvement which has an overall view of all other elements and looks for ways that the overall process and service provision can be improved

ITIL v3 Foundation course provides the student with a general overview of the IT Service Management Lifecycle and its supporting processes, functions and roles. The course also enables you to understand how an integrated IT Service Management framework can be adopted and adapted within your own organisation. The course prepares the student for the examination leading to the Foundation Certificate in IT Service Management. An independent examination body marks the examination, which is scheduled on the last day of the course.

This certification is the prerequisite for the Intermediate and Advanced levels of ITIL v3 certification.

### **What You Will Learn**

- ITIL's key concepts, definitions and objectives
- ITIL's service-driven lifecycle approach and the five key stages of this model
- Structure, components and processes of the five core ITIL books
- For each of the five core books in the service lifecycle:
  - High level description of the main activities, goals, benefits, challenges and management reporting for the respective processes
  - Outline of relationships between the ITIL processes
- Overview of ITIL certifications: Foundation, Intermediate and Advanced
- How ITIL processes can improve IT operations

### **Why Wardown Consulting**

Your instructor is a highly experienced ITIL certified member of Wardown Consulting's consulting team. Further, he or she is qualified to teach this course as defined by the Examination Institutes.

You can expect to learn from an individual with the industry's deepest knowledge on how to contribute to a successful implementation project. This knowledge is a direct result of our vendor neutrality – as well as many years of experience implementing ITIL processes in a variety of organisations.

Wardown Consulting is globally accredited to provide ITIL education for the certification program. The organisation is accredited by The APM Group and the Information Systems Examination Board (ISEB).

## **Who Should Attend**

ITIL V3 Foundations is suitable for anyone working in IT services requiring more information about the ITIL best practice framework or individuals who are v2 certified and wish to upgrade their knowledge and receive a v3 certificate.

## **Duration**

3 days; includes a 60 minute, 40 question, multi-choice exam. An independent examination body marks the exam. There will be an opportunity to see sample exam papers during the course.

## **Prerequisites**

There are no mandatory prerequisites. Work experience in IT services is recommended. You must achieve a pass mark of at least 65% to receive your certificate.

## **Next steps.....**

Speak to us on +44 (0) 1582 48242, send an email with your requirements to [training@wardownconsulting.co.uk](mailto:training@wardownconsulting.co.uk) or visit the course schedule page on the website at [www.wardownconsulting.co.uk](http://www.wardownconsulting.co.uk)