

ITIL V3 Foundation Program Training

Course Topics

DAY 01 – Introduction to ITIL version 3

Day 01 provides an overview of the 5 lifecycle phases of ITIL version 3. Participants will understand the principles and concepts behind each lifecycle phase including their respective function and organization. Other comparable IT Governance standards will also be discussed.

Course topics that will be discussed include:

- Introduction to ITIL, IT Service Management and IT Governance Standards
- ITIL Lifecycle Phases and their founding principles and concepts
- Organization, Functions, Roles & Responsibilities

DAY 02 – The ITIL Processes

Day 02 discusses the details of the different ITIL processes related to each of the Lifecycle phases. The discussion will allow participants to better understand the key concepts surrounding the ITIL processes including their respective process inputs, outputs and interfaces.

Course topics that will be discussed include:

- Service Strategy Processes
- Service Design Processes
- Service Transition Processes
- Service Operation Processes
- Continual Service Improvement Processes

DAY 03 – Implementing ITIL

Day 03 presents the key strategies and technology considerations in implementing and managing the ITIL phases and their processes. Participants will become aware of the different critical success factors in ITIL implementation including the major challenges and risks it entails.

Course topics that will be discussed include:

- Strategies for implementing and managing ITIL processes
- Technology Considerations for each ITIL lifecycle phase
- Challenges, Risks and Critical Success Factors