

ITIL v.3 Foundation Course



Group
& Private
Class Rates
Available

Benefits:

Key issues face many of today's senior business and IT managers. ITIL v.3 is an IT service management framework to adopt a more business and customer oriented approach to delivering services and cost optimization; and includes:

- IT and business strategic planning
- Integrating and aligning IT and business goals
- Implementing continual improvement
- Measuring IT organization effectiveness and efficiency
- Optimizing costs and the total cost of ownership (TCO)
- Achieving and demonstrating return on investment (ROI)
- Demonstrating the business value of IT
- Developing business and IT partnerships and relationships
- Improving project delivery success
- Outsourcing, insourcing and smart sourcing
- Using IT to gain competitive advantage
- Delivering the required, business justified IT services
- Managing constant business and IT change
- Demonstrating appropriate IT governance

Description: 3 - Day Course

This exciting and dynamic 3-day course introduces learners to the lifecycle of managing IT services to deliver to business expectations. Presented as an engaging, case study-based approach to learning the core disciplines of the ITIL best practice, this course also positions the student to successfully complete the associated ITIL Version 3 foundation exam.

The foundation level focuses on knowledge and comprehension to provide a good grounding in the key concepts, principles and practices of ITIL Version 3's 5 core publications:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continuous Service Improvement

Course Fees:

- All inclusive course is \$1,495.00
- Volume discounts available for (3) or more attendees
- Private, tailored classes available for larger groups

Audience:

IT management
IT support staff
IT consultants
Business managers
Business process owners
IT developers
Service providers
System integrators

For questions and enrollment call Datatrend at 1-800-367-7472 or email info@datatrend.com



Find Classes and Enroll at
www.datatrend.com/education/

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Course Agenda: DURATION 3 DAYS

Day 1

8:30 – 9:45	Module 1: Introduction
9:45 – 10:00	Break
10:00 – 11:30	Module 2: Service Management as a Practice
11:30 – 12:00	Module 3: Service Lifecycle
12:00 – 1:00	Lunch (catered onsite included in fees)
1:00 – 2:00	Module 3: Service Lifecycle (completion)
2:00 – 2:15	Break
2:15 – 3:15	Module 4: Service Strategy
3:15 – 3:30	Break
3:30 – 4:30	Module 4: Service Strategy (completion)
4:30 – 5:00	Module 5: Service Design
Evening	Homework – Study Material

Day 2

8:30 – 10:00	Review + Module 5: Service Design
10:00 – 10:15	Break
10:15 – 10:45	Module 5: Service Design (Completion)
10:45 – 11:00	Break
11:00 – 12:00	Module 6: Service Transition
12:00 – 1:00	Lunch (catered onsite included in fees)
1:00 – 2:30	Module 6: Service Transition (Completion)
2:30 – 2:45	Break
2:45 – 3:45	Module 7: Service Operation
3:45 – 4:00	Break
4:00 – 5:00	Module 7: Service Operation (Completion)
Evening	Homework – Study Material

Day 3

8:30 – 9:30	Review + Module 7: Service Operation (completion, if required)
9:30 – 9:45	Break
9:45 – 11:15	Module 8: Continual Service Improvement
11:15 – 12:00	Module 9: Technology and Architecture
12:00 – 1:00	Lunch (catered onsite included in fees)
1:00 – 3:00	Exam Preparation
3:00 – 3:15	Evaluation
3:15 – 4:00	Break and Study Time
4:00 – 5:00	EXAM (included in fees)

Learning Objectives:

At the end of this course, you will be able to:

- Identify the key principles and concepts of IT service management
- Identify the benefits of implementing ITIL in an organization
- Identify the service management processes and how they map to the service lifecycle
- Identify the basic concepts and definitions related to the service lifecycle
- Identify the activities and roles involved with the service lifecycle
- Identify the relationship of each component of the service lifecycle and how they map to other components
- Identify the factors that affect the effectiveness of the service lifecycle

Logistics:

- Course is (3) days in length
- Course runs 8:30 – 5:00 each day
- All course materials included for each student
- Catered lunch provided each day
- Certification testing fees included
- The exam will be scheduled from 4:00 – 5:00 PM on the last day

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Prices and other details subject to change. Contact Datatrend for up to date information.