

Course Description

ITIL V3 Foundation Certificate AMS291

Overview

The program is a 3-day, instructor-led course that provides a comprehensive overview of all of the ITIL disciplines, including objectives, terminology, responsibilities, and critical success factors. This course prepares the attendee to take the ITIL V3 Foundation certification examination. The course will also help the attendee to leverage the ITIL V3 disciplines and practices in their work environment. On completion of the ITIL V3 Foundation Certificate Training Course, attendees will be ready to take the certification examination leading to the Information Technology Infrastructure Library Foundation Certificate. Attendees would also have the learning foundation necessary to begin or carry-on the process of ITIL discipline implementation in any organization.



Learning Objectives

- Introduction to ITIL and ITSM
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Service Improvement
- ITIL Foundation Certificate Examination

Format

The format of the course is highly interactive and how-to oriented. Discussion of concepts and principles are followed by exercises. Actual case studies and project scenarios will be utilized to apply the course's tools, concepts and practices.

Delivery Options

Duration

3 days

Who Should Attend

Anyone seeking ITIL V3 Foundation Certification.