

# ITIL® V3 Foundation (e-Learning) 16 hours

## Course Overview

The Information Technology Infrastructure Library (ITIL®) is a set of integrated, process-based, best practice framework, developed by the United Kingdom's Office of Government Commerce (OGC), for the purpose of managing IT services in an organization.

Today, ITIL® is the most widely accepted approach to IT service management in the world. ITIL® V3 Foundation is developed for students to update their ITIL® skills and vocabulary from ITIL® V2 standards to those in the newly-released ITIL® V3.

Ahead Technology ITIL® V3 Foundation e-Learning provides an effective and flexible learning environment for anyone interested in understanding the principles and core elements of the service-oriented approach to IT Service Management according to the ITIL® best practice framework. The courseware combines the flexibility of learning in self-paced and anytime-anywhere environment.

Our course combines the best of online interactivity, and engaging course design by employing sound instructional strategy and multimedia elements, practices and quizzes to provide an easy way for course participants to learn ITIL®, and eventually gain ITIL® V3 Foundation certification.

## Duration

This is a 16-hour flexible and self-paced learning courseware, where participants, upon registration are given a 6-month timeframe to learn at their own time and pace.

## System Requirements

- Broadband Internet connection: 512KB and above
- Computer - Pentium IV 1.1 GHz, 512 MB of RAM and above with multimedia sound card
- Internet Explorer 5 and above (cookies enabled and pop-up blocker disabled recommended)
- Macromedia Flash Player 7.0 and above
- Compatible speakers and/or headset

## Audience

The ITIL® V3 Foundation e-Learning course is specifically designed for organizations with employees, as well as individuals, who prefer to learn at their own pace at anytime and anywhere. The target groups include managers and staff of IT service centers i.e. computer centers, help desks as well as application and project managers; business managers; and managers who are interested in acquiring the knowledge on ITIL® best practices and ITIL® certification.

## Prerequisites

- There is no mandatory prerequisites, although experience in IT or related fields is recommended.

## Program Objectives

- Improvise and extend the processes taught in ITIL® V2.
- Identify the role of ITIL® Service Management (ITSM) in the business environment.
- Identify the key concepts and activities related to each of the service lifecycles.
- Identify the benefits and activities of implementing each of the service lifecycles.

## Program Contents

The courseware is based on principles detailed out in the IT Service Management Book.

Our ITIL® V3 Foundation e-Learning course is developed based on accredited materials. The course consists of 5 modules and features examination preparation guide and practices as well as mock examinations. The course outlines includes in-depth introduction of:

### 1. Service Strategy

- Service Strategy Process
- Service Portfolio Management
- Financial Management
- Demand Management

### 2. Service Design

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

### 3. Service Transition

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

- Service Validation and Testing
- Knowledge Management

#### 4. Service Operation

- Event Management
- Incident Management
- Request Fulfillment
- Access Management
- Problem Management
- Service Desk
- Technical Management and Applications Management
- IT Operations Management

#### 5. Continual Service Improvement

- Models and Processes
- Measurements
- Activities and Concepts