

Course Fact Sheet – ITILv3

ITIL v3 Foundation

2 Credits to ITSM Diploma

This exciting and dynamic 3-day course introduces learners to the lifecycle of managing IT services to deliver to business expectations. As well 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 exam, required for entry into the future ITIL Version 3 intermediate level training courses.

The ITIL Version 3 best practice is composed of five core disciplines:

- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Continual Service Improvement

These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.

Course runs 9:00 – 5:00 each day – online exam is scheduled on the last day

Learning Objectives

At the end of this course, the learner 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.

Audience

The ITILv3 Foundation course will be of particular interest to:

IT Management, IT Support Staff, IT Consultants, Business Managers, Business Process Owners, IT Developers, Service Providers, System Integrators

Prerequisites

There are no formal prerequisites for this course, although a familiarity with IT service delivery will be beneficial.

Timetable

Please note that this schedule is a guide, deviations from this plan are possible.

Day 1	Day 2	Day 3
Service Management as a Practice	Day 1 Review	Day 2 Review
Service Lifecycle	Service Design (completion)	Continual Service Improvement
Service Strategy	Service Transition	Technology & Architecture
Service Design	Service Operation	Exam Preparation
Homework – Review of Days Materials		Exam



About Impetus Consulting

Impetus Consulting is an IT Consultancy based in Dubai Internet City offering services and training throughout the region including UAE, KSA, Kuwait, Oman, Qatar, Bahrain, Jordan, Pakistan and Turkey.

We specialize in providing high quality consultancy, implementation and training services in the areas of Enterprise Systems Management and IT Service Management through strategic partnerships with the industry leaders in its areas of activity.

Our consultants and trainers are chosen from professionals with many years of international experience and are trained and officially certified in their specific areas.

What Next?

If you have any enquiries or would like to book your course, please contact our sales consultant who will be happy to assist you. You can reach us by phone on +971 (0)4 391 3263 and email at info@impetus.ae.

You can also find our course dates and register on our website <http://www.impetus.ae>. One of our team members will contact you to discuss your requirements following the registration.

We look forward to welcoming you in our class.