

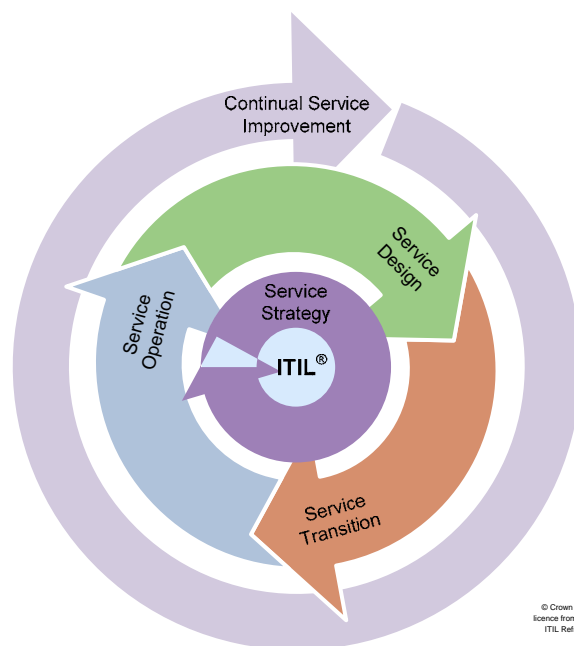
The ITILv3[®] Foundation Course

Course Description:

ITIL[®]v3 Foundation is a 3-day course introducing learners to ITIL[®]v3 and the lifecycle of managing IT services. Learning involves theory, individual exercises, group discussions based on a case study and doing a sample examination as part of the course.

The course is designed to prepare students to sit the ITIL[®]v3 Foundation in IT Service Management Examination. Passing the foundation examination is a pre-required for entry into all further ITIL[®]v3 intermediate courses.

ITIL[®]v3 is structured around a service lifecycle and in addition to dealing with general ITIL[®] principles and concepts, an introduction to each lifecycle stage forms part of this course.



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The Service Lifecycle

Audience:

Individuals who require a basic understanding of the ITIL[®] framework and how it may be used to enhance the quality of IT service management within an organisation, including: IT Management, IT Support Staff, IT Consultants, IT Process Owners, IT Developers, Service Providers, System Integrators.

IT professionals that are working within an organisation that has adopted and adapted ITIL[®] who need to be informed about and thereafter contribute to an ongoing service improvement programme.

Attendance should not be limited to IT professionals Business Managers and Process Owners will also benefit from attendance.

Learning Objectives:

The purpose of the ITIL[®] Foundation certificate in IT Service Management is to certify that the candidate has gained knowledge of the ITIL[®] terminology, structure and basic concepts and has comprehended the core principles of ITIL[®] practices for Service Management.

The ITIL[®] Foundation certificate in IT Service Management is not intended to enable the holders of the certificate to apply the ITIL[®] practices for Service Management without further guidance.

ITIL[®] is the only consistent and comprehensively documented framework of IT Service Management (ITSM) good and best-practice. ITIL[®] it was designed to promote service quality and value delivery - key components of business success.

ITIL[®] has been developed in recognition of organisations' growing dependency on IT and consists of a series of books giving guidance on the provision of quality IT services, and on the resources and capabilities needed to provide value through IT services.

As an ITSM framework, ITIL[®] provides a systematic approach to the provisioning and management of IT services - this approach is described as the Service Lifecycle.

The Service Lifecycle describes the provisioning and management of IT services from inception (strategy) through design, implementation and operation, whilst continually improving both services and the capabilities used to provide these services.

The processes and practices described within ITIL[®] is vendor and platform independent and applies all services and all aspects of IT service provisioning.

Used by thousands of organisations around the world for the last 20 odd years, ITIL[®] has been generally considered the de facto international reference for ITSM.



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*A journey of a thousand miles
must begin with a single step.*

**Take that step, book your ITIL®
Foundation course today!**

If you want to know more about
ITIL® training and good/best
practice coaching, contact:



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APM Group website, Wikipedia, the Service Design
publication and the ITIL Refresh Vendor Pack of May
2007

Candidates can expect to gain knowledge and understanding in the following upon successful completion of the education and examination components related to this certification.

- *Service Management as a practice (Comprehension)*
- *Service Lifecycle (Comprehension)*
- *Key Principles and Models (Comprehension)*
- *Generic Concepts (Awareness)*
- *Selected Processes (Awareness)*
- *Selected Roles (Awareness)*
- *Selected Functions (Awareness)*
- *Technology and Architecture (Awareness)*
- *ITIL Qualification scheme (Awareness)*

Course Agenda:

Day 1

08h00 Registration
08h30 Introduction
09h15 Service Management
Concepts
10h15 Tea/Coffee
10h30 The Service Lifecycle
12h30 Lunch
13h30 Service Strategy
14h45 Tea/Coffee
15h00 Service Strategy

Day 2

08h30 Homework review and Q&A
09h15 Service Design
10h15 Tea/Coffee
10h30 Service Design

Day 2 (continued)

12h15 Lunch
13h00 Service Transition
14h45 Tea/Coffee
15h00 Service Transition

Day 3

08h30 Homework Review and Q&A
09h15 Service Operations
10h15 Tea/Coffee
10h30 Service Operations
12h15 Lunch
13h00 Continual Service
Improvement
14h45 Tea/Coffee
15h00 Exam preparation and mock-
exam

Prerequisites:

None, although a familiarity with IT service delivery will be beneficial.

Examination & Certification:

As part of the course we will do a practice exam and prepare learners for sitting the ITIL®v3 Foundation Certificate in IT Service Management examination.

The examination is a one hour, 40 questions, Multiple Choice paper, which can be included with the course of candidates may elect to sit the exam at a future date. We caution learners to write the examination within one week of completing the course, as experience have shown that learners who wait longer have a greater propensity to fail the exam.

Examinations can either be computer-based or paper based. Please make sure you tell us before-hand which you prefer to book!

ITIL® Training and Certification:

The ITIL® framework is supported by a comprehensive training and certification framework leading to internationally recognised certification for individuals. ITIL® certification demonstrates the individual's understanding of the framework and is an indication that they can apply the principles in a real-life environment.

The ITIL®v3 Foundation Course a prerequisite for further intermediate courses which focus on using, designing, adapting, adopting and applying the concepts described in ITIL® for a specific organisation.