

IN BRIEF

Delivery: Instructor-led course

Duration: Four days

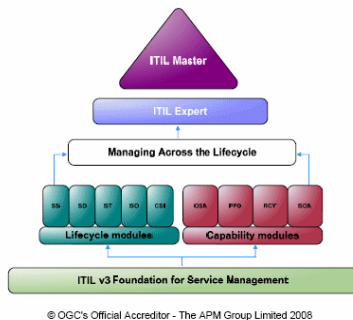
Class size: 10 Students Max.

Cost: \$2200 per person + GST including exam

Inclusions: Tuition from ITIL master, comprehensive course manual, individual computer access and fully catered lunch, morning and afternoon tea.

Previous Training: None. Although it is beneficial to have some experience with IT, this is not a prerequisite as this course focuses on the management of IT, not the underlying IT Technology.

Further Training: After successful completion of the course candidates will be able to follow courses on a Service Lifecycle, Service Capability and Managers level.



ITIL V3 Foundation Certificate for Service Management

Course Description

This course provides a fundamental understanding of the Lifecycle approach to IT Service Management, prepares the candidate for Foundation certification in IT Service management and includes the certification exam itself.

Audience

This course is recommended for anyone that works in either management or IT and particularly those involved in all aspects of service delivery, IT managers, team leaders and operations managers.

Topics Covered

Key Focal Areas Include:

- Service Management as a practice
- The Service Lifecycle
- Generic Concepts and Definitions
- Key Principles and Models
- Processes
- Functions
- Roles
- Technology and Architecture
- Qualification Scheme

The course focuses on interactive discussion, pictures, animation, games, puzzles, quizzes, and role-play. The course also uses online resources to add to the value of class-room based training.

The course can alternatively be conducted as an onsite course for any organisation in Australia wishing to educate their staff in the foundation ITIL principles and concepts.