



DEEP CREEK CENTER

Delivering Results

ITIL® V3 CERTIFICATION FOUNDATION

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COURSE DESCRIPTION

This 3 day ITIL Version 3 Foundation certification training program introduces the student to the fundamentals of IT Service Management as described in version 3 of the IT Infrastructure Library. Accredited by CSME, the course helps students prepare for the certification exam along with acquiring valuable insights from instructors who have actually managed IT operations and ITSM programs.

This course features lectures, discussion, team exercises and quizzes. It culminates with an optional, one-hour certification examination.

COURSE OUTLINE

- **Day 1**
 - Introduction
 - ITIL Concepts
 - Continuous Service Improvement
 - Service Operation
- **Day 2**
 - Review Day 1
 - Service Transition
 - Service Design
- **Day 3**
 - Review Day 2
 - Service Strategy
 - Open itSM Solutions
 - Review Program
 - Self-Study, Exam Prep.

WHO SHOULD ATTEND

Senior IT and business executives, IT management and staff, consultants, project managers and others interested in learning about IT Service Management.

PREREQUISITES

None.

EXAM

An optional 1-hour, 40 question, closed book multiple choice examination is administered by an independent proctor at the end of the course. Certification is through the Information Systems Examination Board (ISEB).

REFERENCE MATERIAL

Each student will receive a workbook. Other ITSM-related study material and books are available for purchase prior to, or during, the class.

CREDITS EARNED

- 2 ITIL Expert Credits
- 18 PDU Credits

Program Accredited By 

ITIL® courses are offered through itSM Solutions LLC, which is an accredited training provider.