



ITIL v3 Foundation Special Edition



ITIL FUNDAMENTALS TAILORED TO YOUR ENVIRONMENT

Course Objective

The standard 3-day ITIL® v3 Foundation training course fully prepares every participant for APMG/EXIN's "ITIL v3 Foundation in IT Service Management" certification examination.

This special extended 4-day version of the ITIL v3 Foundation certification training course will also address one predetermined topic of your choice through role plays, case studies, white papers, discussion forums, practical assignments, hints and tips, etc. Participants will be better enabled to put the acquired knowledge immediately into practice after the training course.

ITIL v3 Foundation Special Edition Offerings:

- ITIL v3 Foundation & "How does ITIL Fit into Your organization?"
- ITIL v3 Foundation & "How to Implement IT Service Management?"
- ITIL v3 Foundation & "How to Assess Your IT Service Maturity?"
- Other versions will be announced soon

Prerequisites

- There are no mandatory prerequisites.
- Work experience in IT services is recommended.

Target Audience

- ITIL v3 Foundation is suitable for anyone working in the delivery and provisioning of IT services requiring more information about the ITIL best practices framework.
- Individuals who ITIL v2 certified and wish to refresh and upgrade their IT Service Management knowledge.

Duration and Location

- This training course lasts four days.
- **InterProm USA only offers this course onsite.**
- For onsite courses contact us by e-mail (contact@interpromusa.com) or phone (480-699-9642) for an attractive price quote.
- For open enrollments please visit our website at (www.interpromusa.com) for our latest open enrollment course schedule.

APMG/EXIN Certification Exam

- A 1 hour, 40 questions, **written** multiple-choice exam that is being proctored by EXIN is included at the end of the course.

Curriculum

Participant will learn:

- ITIL's key concepts, definitions and objectives
- ITIL's service-driven lifecycle approach and the five key stages of this model
- Structure, components and processes of the five core ITIL books
- For each of the five core books in the service lifecycle:
 - High level description of the main activities, goals, benefits, challenges and management reporting for the respective processes
 - Outline of relationships between the ITIL processes
- Overview of ITIL certifications: Foundation, Intermediate and Advanced
- How ITIL processes can improve IT operations
- The ITIL v3 framework introduces a service lifecycle approach. This end-to-end view of how IT should be integrated with business strategy is at the heart of ITIL v3's five core volumes:
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement

Course Schedule and Fees

- **Onsite Course Fees:** Please contact us for a competitive fixed-price quote.

Price includes

- Full color copies of the training material
- A list of ITIL v3 Terminology + Definitions related to ITIL Processes
- **EXIN exam fees**
- A thorough examination preparation with **two sample examinations** and multiple practical hints and tips.
- Six months of e-tutor support for candidates that fail for the certification examination

Why InterProm USA?

- We are one of the very few firms that are accredited for all ITIL Certification courses and make use of our own accredited course materials.