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## ITIL v3: Service Management Foundation

**Duration: 3 Days**    **Course Code: ILFN**

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### Overview:

The course gives a detailed introduction to the concepts, terms, definitions, goals, benefits and relationships within the core IT service management processes and function, according to the ITIL (Information Technology Infrastructure Library) best practice framework. Based on principles described in ITIL's Service Support and Service Delivery books, this course focuses on taking a holistic approach to IT Service Management through the use of processes, their respective relationships, and workflows. This course also prepares participants for the examination leading to the Foundation Certificate In IT Service Management, the prerequisite for the Practitioner and Service Manager levels of ITIL & ISO/IEC 20000 certification.

This course qualifies you for the following PMI® Professional Development Units (PDUs): **18 PMI PDUs**

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### Target Audience:

This program is for everyone who is working in any aspect of ICT Service Management who: Is implementing or refining one or more of ITIL Service Management Processes or Function. Intends to obtain the ITIL foundation certificates in IT Service Management. ICT Management in modern organization targeting IT/Business Alignment and total quality approach for ITSM. ICT Management looks to improve quality service, focused continuity in ICT services provision, more motivated responsible staff, enhanced customer satisfaction, security improvement, accuracy, speed, cost justifiable service.

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### Objectives:

- The 3 days course provides systematic and professional approach to the management of IT services provision adapting its guidance will enable you to :
  - Identify fundamental processes involved in IT service management and how to integrate them into your business IT services model
  - Learn to move the reactive relationship between IT and users to a proactive relationship.
  - Improve IT Services through the use of proven best practice processes.
  - Improve productivity through utilized skills and experience.
  - Improve delivery of third party services through the specification of ITIL as the standard for service delivery in service procurements.
  - Real-Time Service Management: Gain Competitive Advantage with Support Automation.
  - Learn from previous experience.
  - How to define demonstrable performance indicators.
  - How to improve ROI of IT.
  - Get prepared for ITIL Foundational Certificate.
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### Additional Information:

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## Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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