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## ITIL V3 Foundation Package (Course & Certification)

**Duration: 4 Days**    **Course Code: ILFN**

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### Overview:

#### Nederlands:

Goed functionerende informatiesystemen zijn essentieel voor de bedrijfsvoering van organisaties. ITIL® (IT Infrastructure Library) is een methode voor het inrichten van processen voor service management, die kan worden ingezet om de IT-dienstverlening van een organisatie te professionaliseren. Deze methode is gebaseerd op 'best practices'. Tijdens de cursus ITIL® Foundation leert de deelnemer onder andere de basisbegrippen van ITIL® en het belang van IT-infrastructuur en IT-dienstverlening voor organisaties.

#### Engels:

Learn about process improvements, benefits, and challenges of ITIL®, and get your ITIL® Foundation certification. In this exciting and dynamic course, you will get an introduction to the lifecycle of managing IT services to deliver to business expectations. Upon completing this course, you'll be well positioned to successfully complete the associated ITIL® exam required for entry into the future ITIL® intermediate-level training courses.

ITIL® covers five core disciplines: Service Strategy Service Design Service Transition Service Operation Continual Service Improvement. These disciplines represent a service lifecycle framework that further enhances alignment to the business while demonstrating business value and ROI and enabling IT to solve specific operational needs.

This course includes handouts and references useful after the class, as well as practice sessions, quizzes, exam strategies, and test-taking tips. The one-hour ITIL® Foundation exam will be offered on the last day of class.

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### Target Audience:

#### Nederlands:

Professionals die betrokken zijn met het beheer, de organisatie en de optimalisatie van de activiteiten van de processen in een IT serviceorganisatie. De doelgroep bestaat uit iedereen die hun IT Service Management vaardigheden naar de nieuwste inzichten willen ontwikkelen.

#### Engels:

Anyone seeking ITIL® Foundation certification and everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner. All IT professionals, IT project managers, IT managers, IT project or team members, coordinators, network operators, business process analysts, IT architects, consultants, systems integrators, help desk managers and staff, planners, managed service providers, outsourcers, application developers, and other IT-related positions.

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### Objectives:

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|--|---|
| ■ What You'll Learn                                | ■ Practical guidance for applying ITIL® to everyday IT situations           |
| ■ Key concepts of ITIL®                            | ■   |
| ■  | ■ How to align with business, control costs, and improve IT service quality |
| ■ Important principles for improving IT operations | ■   |
| ■  | ■ Strategies to balance IT resources  |
| ■ Vital processes and functions                    | ■ Be prepared for the ITIL® Foundation Certificate exam                     |
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### Prerequisites:

Familiarity with IT terminology and IT-related work experience are recommended.

### Testing and Certification

This course prepares for the 'ITIL® Foundation' certification.

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## Follow-on-Courses:

### Service Lifecycle Modules:

ITIL ® Service Lifecycle: Service Strategy (Incl. Certification)

ITIL ® Service Lifecycle: Service Design (Incl. Certification)

ITIL ® Service Lifecycle: Service Transition (Incl. Certification)

ITIL ® Service Lifecycle: Service Operation (Incl. Certification)

ITIL ® Service Lifecycle: Continual Service Improvement (Incl. Certification)

### Service Capability Modules:

ITIL ® Capability: Operational Support and Analysis (Incl. Certification)

ITIL ® Capability: Planning, Protection and Optimization (Incl. Certification)

ITIL ® Capability: Release, Control and Validation (Incl. Certification)

ITIL ® Capability: Service Offerings and Agreements (Incl. Certification)

### Managing across the lifecycle, the last course in the qualification scheme:

ITIL ® Managing Across the Lifecycle (Incl. Certification)

People involved in IT Service Management need good communication skills and should have customer focus. The following workshops equip customer service professionals with models, concepts, tools and skills to enhance the success of internal and external customer interactions to achieve higher levels of customer service, satisfaction and loyalty:

[http://www.globalknowledge.be/courses/leadership\\_and\\_business\\_skills/leadership\\_and\\_business\\_skills/gcce100.html](http://www.globalknowledge.be/courses/leadership_and_business_skills/leadership_and_business_skills/gcce100.html)

[http://www.globalknowledge.be/courses/leadership\\_and\\_business\\_skills/leadership\\_and\\_business\\_skills/gsee100.html](http://www.globalknowledge.be/courses/leadership_and_business_skills/leadership_and_business_skills/gsee100.html)

### Business Simulation:

The Apollo 13 business Simulation can be used to support many ITSM learning initiatives, or a part of an organizational improvement initiative. Helping break down silos, improve team working and collaboration, learning to apply ITIL ® theory. Click the following link for more information:

[http://www.globalknowledge.be/courses/itil\\_and\\_service\\_management/leadership\\_and\\_business\\_skills/apollo.html](http://www.globalknowledge.be/courses/itil_and_service_management/leadership_and_business_skills/apollo.html)

## Content:

### 1. Service Management Defined

- IT services and what they really do
- How IT services deliver value to customers
- Value and importance of IT service management
- Ease ITIL ® adoption
- ITIL ® qualification scheme, bodies, and certifications
- Service management as a strategic asset
- Setting objectives and expectations
- Identify and select prioritization opportunities
- Develop processes
- Design principles and methods
- Convert strategy into services
- Improved methods for transitioning new and changed services into operation
- Manage the complexity related to changes
- Prevent undesired results while enabling innovation
- Ensure value to customer and service provider
- Maintain stability while allowing for change
- Organize to improve IT support to customers
- Importance of better design, introduction, and operation of services
- Improving service quality, business continuity, and IT efficiency
- Link improvement efforts to strategy, design, and transition
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### 4. Service Design

- Design and develop services
- How IT services deliver value to customers
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## 2. ITIL® Introduction

### ■ Good practices

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## 5. Service Transition

### ■ Develop and improve capabilities

- How IT services deliver value to customers
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- Setting objectives and expectations
- Identify and select prioritization opportunities
- Develop processes
- Design principles and methods

## 7. Continual Service Improvement

### ■ Create and maintain value for customers

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- Improving service quality, business

### 3. Service Strategy

- Design, develop, and implement service management
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### 8. Exam-Taking Tips

- Important techniques to help you pass your exam

### 9. Exam Review

### 10. Exam

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## 6. Service Operation

- Effectively and efficiently deliver support services

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## Further Information:

For More information, or to book your course, please call us on 0800/84.009

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[www.globalknowledge.com/en-be/](http://www.globalknowledge.com/en-be/)