

# ITIL Foundation Version 3 Course Description

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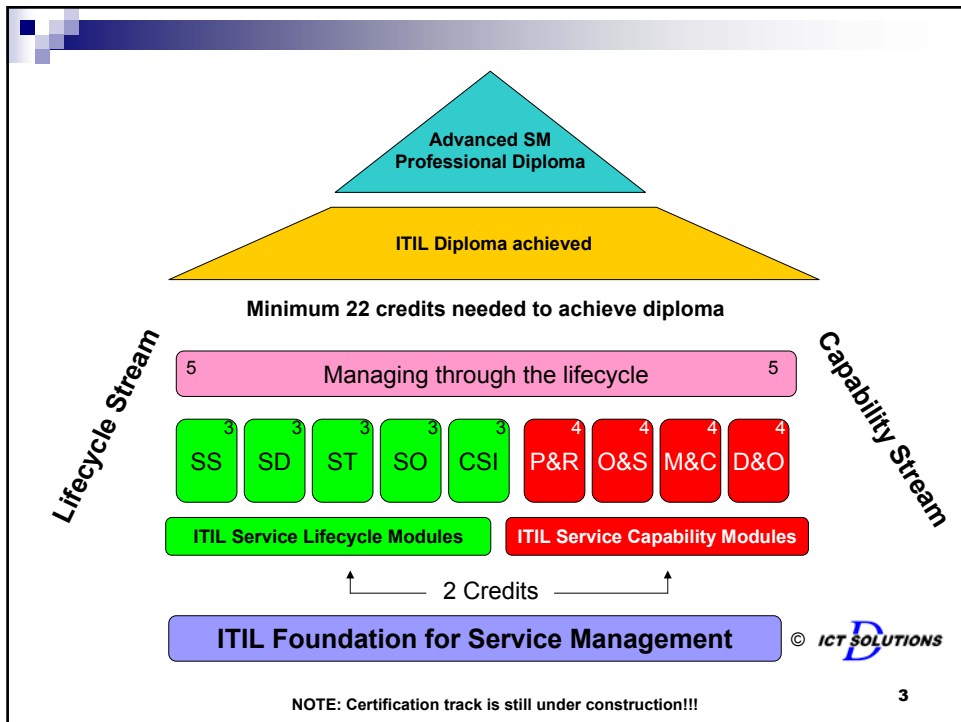
## ITIL qualification levels

- ITIL Awareness
- ITIL Foundation
- ITIL Practitioner
- ITIL Service Manager



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## Audience for ITIL Foundation\*

- Staff of Service Desks
- IT personnel
- Application managers
- System developers
- IT contacts
- Budget keepers and management

# Programme ITIL Foundation

## ■ Day 1

- Morning
  - Introduction on service management
- Afternoon
  - Service Operation

## ■ Day 2

- Morning
  - Service Design
- Afternoon
  - Service Transition

## ■ Day 3

- Morning
  - Service Strategy
- Afternoon
  - Continual Service Improvement

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# Approach

- Brief explanation theory
- Practical examples
- Individual assignments
- Group assignments
- Discussion

**Goal:** *See how You can use ITIL in Your organisation, tomorrow!*

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# Training objectives

- Basic information about ITIL
- Objectives of the ITIL processes
- Terminology per ITIL process
- Activities per ITIL process
- Costs & possible problems
- Benefits
- Relations with other processes

# Course materials

- Course materials DICT Solutions:
  - Examples
  - Assignments
  - Annex (sample exams)
  - Book Foundations of IT Service Management  
Based on ITIL® V3 (optional, but recommended)