

ITIL® V3 Foundation Course



Course Objective

This entry-level course provides an excellent introduction to the latest version (V3) of the IT Infrastructure Library (ITIL). At the end of the course delegates have the opportunity to sit the industry recognised examination – ITIL V3 Foundation.

Delegate Profile

This course is suitable for anyone who wishes to develop his or her career by attaining a formal qualification in IT Service Management. It is especially beneficial for those individuals who have responsibility for designing and/or implementing Best Practice solutions for IT Service Management.

This course is suitable for all levels of IT Staff but being a non-technical course it is also suitable for non-IT staff whose effectiveness would be enhanced by a greater awareness and understanding of best practices in IT service management.

Topics Covered

Introduction

- IT Service Management, the Service Lifecycle and Best Practice
- Key Principles and IT Service Management Model
- Functions, Roles & Processes
- Service Culture

The Service Lifecycle

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- Key Principles and Models of IT Service Management
 - Types of Service Provider
 - The Service V Model
 - The Continual Service Improvement Model
- Processes and Functions
 - Service Portfolio Management
 - Service Level Management
 - Incident Management
 - Change Management

Trainer Profile

AFA's ITIL V3 training is delivered by fully accredited and highly experienced trainers. As well as being fully qualified, AFA trainers also have considerable experience of implementing the Best Practice approaches that we train delegates to use.

Location and Duration

AFA open courses take place approximately every two weeks at a range of locations across the UK. All venues have been chosen for their modern equipment and ease of access from major road, rail and air routes. Alternatively client events can be arranged either on-site or at a suitable venue nearby. A full open course schedule can be found at <http://www.afaprojects.com/courses/search/>.

This course takes place over three days, including the optional ITIL Foundation examination. Delegates should be aware that considerable evening preparation and consolidation will be required by those who wish to pass the exam.

ProjectCoach

AFA is pleased to introduce ProjectCoach, a new premium service which is completely free of charge to AFA clients. This confidential service gives every delegate the opportunity to have a document reviewed by one of AFA's experienced consultants.

AFA Atrium

The AFA Atrium is a secure online document repository, for use by all delegates on AFA's courses. The Atrium will provide a range of value-added resources for use by delegates before, during & after classroom training.

Guaranteed Courses

AFA guarantees all course dates in England. We believe that delegates should not have to worry about cancelled courses or transferring dates.

Course Arrangements and Cost

Open course places cost from £795+VAT per delegate.

Included in the cost of the course are:

Joining instructions and pre-course preparation pack

Examination fee

Printed course material

Course refreshments

ProjectCoach service

Joining instructions including pre-course exercises are sent out approximately 2 – 3 weeks before the course start date.

Exam information

Foundation

- Question booklet contains 40 questions.
- Pass mark is a total of 26 or more out of a possible 40 (65%).
- 1 hour multiple choice exam, closed book.

We focus on the exam so you can focus on the method.

AFA has always played a full part in the Best Practice community. AFA trainers and consultants have served on the editing and review teams for all recent updates of the guidance manuals. Several AFA trainers are examiners or assessors for one or more of the methodologies.

We would be pleased to provide a quote for an in-house event, based on location and delegate numbers. Course timetables can be tailored to meet client requirements. Please contact us for further information.

Why AFA?

AFA was established sixteen years ago as a management consultancy organisation. AFA is one of the original and leading PRINCE2 Accredited Training Organisations (ATOs). Since the introduction of PRINCE2 in 1996 AFA has grown to become one of the largest organisations delivering accredited training, guiding literally thousands of individuals through their examinations. AFA quickly established a reputation for being able to deliver training courses that combine excellent exam pass rates with realistic and practical guidance ensuring maximum skills transfer.

AFA continues to specialise in the Best Practice methods, becoming accredited at the earliest possible opportunity to deliver training in:

MoP™ portfolio management

PRINCE2® project management

MSP® programme management

M_o_R® risk management

P3O® portfolio, programme and project support offices

Four further training strands complete the AFA offering:

Change Management – accredited by the APM Group

Benefits Management – developed from experience of MSP training & implementation

APM Qualifications – accredited by the Association of Project Management

MoV™ Management of Value – accredited by the APM Group

We believe that this unique combination of expertise allows us to help organisations to maximise the benefits of their change initiatives.

Contact Details

If you would like further information or wish to make a booking please contact Stuart Flatt at Stuart.Flatt@AFAProjects.com or on 01362 692973, or book online at www.AFAProjects.com.