

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

The following topics will be introduced during the course:

- Introduction
 - Introduction to IT Service Management, the Service Lifecycle and Best Practice
 - Key Principles and Model of IT Service Management
 - Distinction between Functions, Roles and 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

The objectives and basic concepts of Demand, Financial, Service Catalogue, Availability, Capacity, Supplier, Information Security, IT Service Continuity, Service Asset and Configuration, Release and Deployment, Event, Problem & Access Management, and Request Fulfilment are introduced.

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.

Duration

This course takes place over three days, including the optional ITIL V3 Foundation examination. Delegates should be aware that considerable evening preparation and consolidation will be required by those who wish to pass the exam.

Location

AFA are currently offering ITIL training courses throughout the UK on a monthly basis. 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 on-site or at a suitable venue nearby.

Course Arrangements and Cost

Open course places cost £795+VAT per delegate. Overnight accommodation can be booked on request at preferential rates.

Included in the cost of the course are:

- Joining instructions and pre-course preparation pack
- Printed course material
- Examination fees
- Daytime refreshments

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

We would be pleased to provide a quote for an in-house event, based on location and delegate numbers. Please contact us for further information.

Why AFA?

AFA was established fifteen years ago as a management consultancy organisation. In 1996 AFA became one of the original group of PRINCE2[®] Accredited Training Organisations under the scheme administered by APM Group on behalf of the Office of Government Commerce. 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:

- MSP[™] programme management
- M_o_R[®] risk management, and
- P3O[®] portfolio, programme and project support offices

More recently, four further training strands have been added to the AFA offering:

- Change Management – accredited by the APM Group
- Benefits Management – developed from experience of MSP training & implementation
- ITIL[®] Service Management – accredited by ISEB
- Portfolio Management – helping you to deliver the right projects and programmes