



To register or for more information call our office **(208) 898-9036** or email register@leapfoxlearning.com

ITIL V3 Foundation

Course Specifications

Course length: 3 days

Course Description

This course, based on the ITIL best practice service lifecycle approach, provides IT Managers, Practitioners and anyone who uses IT services with a practical understanding of the key concepts, principles, processes and functions that enables successful IT Service Management (ITSM) provision.

Course Outline

1. Service Lifecycle

- IT services and what they really do
- How IT services deliver value to customers
- Value and importance of IT service management

2. Service Strategy

- Design, develop, and implement service management
- Service management as a strategic asset
- Setting objectives and expectations
- Identify and select prioritization opportunities

3. Service Design

- Design and develop services
- Develop processes
- Design principles and methods
- Convert strategy into services

4. Service Transition

- Develop and improve capabilities
- Improved methods for transitioning new and changed services into operation
- Manage the complexity related to changes
- Prevent undesired results while enabling innovation

5. Service Operation

- Effectively and efficiently deliver support services
- Ensure value to customer and service provider
- Maintain stability while allowing for change
- Organize to improve IT support to customers

6. Continual Service Improvement

- Create and maintain value for 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

To register or for more information call our office **(208) 898-9036** or email register@leapfoxlearning.com