

# ITIL Service Management version 3 Foundation Certification

## Duration

3 days (Instructor-led)

## Introduction

The ITIL Service Management Foundation course is a three-day course leading to the ITIL Foundation Certificate. It is made up of a series of formal lectures, a number of practical assignments to be carried out in syndicate groups and some practical exam preparation. Throughout the course a series of mock examinations will be set and candidates will have ample opportunity to prepare for the examination, which will be given on the final afternoon.

## Why ITIL?

Effective and formal IT Service Management will give an organisation a clear view of its IT capabilities. It will give the IT department a clear understanding of the customer's needs, drivers and motivation. The interlocking IT Service Management disciplines will allow the needs of the customer to be matched by the capability of the services being offered.

In documenting best practice ITIL has laid before us a professional approach to the provision of IT services. In the ITIL world measurement and monitoring are critical. We are able to focus on the needs of the business and to measure the performance of the services offered, reviewing and improving on a continual basis.

Critical among costs the Service Management disciplines is Availability Management. If services are not available then it's not a service. All the service support and service delivery disciplines work together to deliver agreed levels of service availability to our customers.

Delivery of service availability to meet customer needs benefits the whole organisation. Customer satisfaction is greatly increased, as is the motivation of those staff involved in service provision.

Overall, professional IT Service Management disciplines will deliver improved quality of service to customers enabling the business to reduce costs, derive higher revenues and hence increased profit.

## Learning Objectives

- To provide a basic understanding of the ITIL framework
- To understand how ITIL can be used to enhance the quality of IT service management within an organisation
- To enable comprehension and/or awareness of key areas of the 5 ITIL core books: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement
- To prepare to sit the ITIL Foundation Exam.

## Course Outline

### Day 1

An Introduction to IT Service Management  
Lifecycles and Strategies  
Service Design – Principles, Processes and Roles  
Evening work & Revision

### Day 2

Review of evening work and day 1  
Service Transition - Principles, Processes and Roles  
Service Operation - Principles, Processes, Roles and Functions  
Evening work, Revision & Mock Exam

### Day 3

Review of evening work and day 2  
Interfaces and Continual Service Improvement  
Technology and Architecture  
Certification scheme  
Mock Exam and review  
Exam

## Pygmalion ITIL Service Management version 3 Foundation Package

The Foundation package costs **£795** (+ VAT) including courseware, refreshments, lunch in local restaurants and attendance certificate. [Additional discounts apply for group bookings of 3 delegates or more.](#) Please contact us for more details.

*Courses must be taken within a 12 month period from the date of the first course attended. The first course must be attended within one month of purchase.*

### Contact us

**For further information or to make a booking please contact us on:**

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