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| STRATEGY   | ARCHITECTURE | VALUE      |
| GOVERNANCE | RISK         | COMPLIANCE |
| SECURITY   | CONTINUITY   | SERVICE    |

# ITIL® v3 Foundation Program

## Program Overview

The ITIL Foundation Service Management Practices Program is a three-day educational program leading to an optional examination for the APMG/EXIN Foundation Certificate in IT Service Management. The program is aimed at enabling participants to understand the basic terms, concepts and relationships between the ITIL processes and functions. The Foundation Certificate is the entry level within the IT Service Management certification scheme.

## Program Outcomes

- Provide insight into the best practices for IT Service Management (ITSM).
- Explain & discuss ITIL v3 framework, the theory and the concepts.
- Focus on the terminology and relationships between the ITIL processes.
- Prepare participants for the exam.

## Target Audience

- Anyone affected by IT
- IT support and technical staff.
- Help Desk/support/operations staff.
- Support/Help Desk/technical services managers.
- Network support staff.
- Data centre/operations/technology managers.
- Change/problem managers.
- Configuration managers.
- Key IT clients.
- CIO
- Business Managers
- Business Analysts
- Department Heads
- Middle Managers
- Outsourcing relationship managers

## Benefits

By developing participants' knowledge regarding the ITIL framework it will enable:

- The establishment of a common language between the business and IT.
- A better understanding of the business requirements of IT Services.
- Consistency in delivery of IT Services.
- Staff better understand their function within the IT organization.

## Pre-requisites

There are no mandatory pre-requisites to attend the Foundations program. No IT experience is required. Relevant practical experience and/or experience in project-oriented work would be beneficial.

## Delivery

The program combines short, classroom PowerPoint based, lectures with individual and group activities to enhance the understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice APMG/EXIN examination.

## Program Materials

- Copy of all presentation slides with space for notes
- Exercises + Answers (where applicable)
- Mock Exam questions



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## Program Structure

| Day 1: Introduction to ITSM, Service Lifecycle and Service Strategy and Service Design Processes |              | Day 2: Service Transition & Service Operation Processes |              | Day 3: CSI Processes & Exam         |              |
|--|--------------|---|--------------|-------------------------------------|--------------|
| Section:   | Time:        | Section:  | Time:        | Section:                            | Time:        |
| Introduction   | 9.00         | Recap Day 1   | 9.00         | Recap Day 2                         | 9.00         |
| IT Service Management  | 9.30         | Service Transition Phase                                | 9.15         | Continual Service Improvement Phase | 9.15         |
| ITIL Version 3   | 10.00        |   |              |                                     |              |
| <b>MORNING TEA</b>   | <b>10.30</b> | <b>MORNING TEA</b>                                      | <b>10.30</b> | <b>MORNING TEA</b>                  | <b>10.30</b> |
| The Service Lifecycle  | 10.45        | Service Transition Phase Continued                      | 10.45        | Continual Service Improvement Phase | 10.40        |
| Essentials   | 11.30        | Simulation Exercises                                    | 11.30        | Tools & Technology                  | 11.45        |
| <b>LUNCH</b>   | <b>12.00</b> | <b>LUNCH</b>  | <b>12.00</b> | <b>LUNCH</b>                        | <b>12.00</b> |
| Service Strategy Phase   | 1.00         | Service Operation Phase                                 | 1.00         | Revision                            | 1.00         |
| Service Design Phase   | 2.00         |   |              | Mock Exam                           | 2.15         |
| <b>AFTERNOON TEA</b>   | <b>3.00</b>  | <b>AFTERNOON TEA</b>                                    | <b>3.00</b>  | <b>AFTERNOON TEA</b>                | <b>2.30</b>  |
| Service Design Phase   | 3.30         | Service Operation Phase Continued                       | 4.00         | Exam                                | 3.00         |
| Close Day 1  | 5.00         | Close Day 2   | 5.00         | Close Day 3                         | 4.00         |

## Certification

FOUNDATION CERTIFICATE IN IT SERVICE MANAGEMENT

ITIL Version 3 Foundation Certification

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On day 3 of the program, participants can take the Foundation Certificate Exam (paper-based), comprising 40 multiple choice questions over 60 minutes as developed by APMG/EXIN. The Foundation Certificate is an internationally recognized certification issued by APMG/EXIN.

To be awarded the Foundation Certificate in IT Service Management, participants must achieve a result of 65% or higher in the exam. **These exams take approximately 4-6 weeks to mark and results returned to The Art of Service.** Participants also have the option of sitting a web-based exam, which provides instant results (web access dependant).



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