



MC - ITIL® F

ITIL® Foundation V3

About the Program

This fully accredited program is for all IT professionals looking to start their ITIL® certification track. Based on the official syllabus the ITIL® Foundation Certificate in IT Service Management guides you through the required elements of ITIL® and provides all the necessary features to help you prepare for the final examination.

Target Audience

All individuals that require a basic understanding of the ITIL® framework and IT professionals that are working within organisations that have adopted or are adopting ITIL® . The ITIL® Foundation program is not restricted to IT professionals and can be of value to business unit managers and business process owners.

Program Outcomes

All individuals that attend this program will take away the understanding of the Service Lifecycle and Service Management as a practice; along with the key principles and models from ITIL® V3.

This program also covers a wider range of topics including selected processes, selected roles, functions as well as an awareness of technology and architecture as it relates to the integration with Service Management processes.

Content

The V3 Foundation program is based on the five core texts that comprise the heart of ITIL® v3:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Participants also receive a comprehensive study guide, copies of in class slides, fact sheets, exercises and special offers for future ITIL® programs and resources.

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Key Component of FRCI
Sibotie House - L'Anse Courtois - Pailles - Mauritius
T: (230) 286 96 36 - F: (230) 286 96 29
E: info@nuclei.mu - www.nuclei.mu



After this

The ITIL® Version 3 Foundation program is the pre-requisite course and exam to move into the Service Lifecycle and Service Capability programs. Once a candidate has passed sufficient exams in these two areas, they can then take the Managing through the Lifecycle course and exam; and then qualify for the Diploma in Service Management.

ITIL Foundation Course Description

In order for organisations to keep ahead of the rapidly evolving service management marketplace, the IT Infrastructure Library guidelines were created to form an integrated, process based, comprehensive framework for IT Service Management which includes both service delivery and service support. Entities are rapidly incorporating ITIL® in all aspects of their IT service delivery which is driven by increasing governance, security, privacy regulation, and the growing trend towards IT consolidation.

Whether you are managing day-to-day IT services, or establishing and refining existing processes, ITIL® can help you to apply internationally proven best practices for your IT services and underpin the support that you provide with your organisation. ITIL® V3 reinforces the link between IT and the business by considering the lifecycle of a service from its initial planning, which should be aligned to the business need, through to its final stages. This allows a more comprehensive treatment of strategic options, functions, roles, and responsibilities as well as continual improvement. ITIL® V3 also examines the alignment with other best practices and standards.

The importance of ITIL® as a qualification can be seen as a step in promoting your career and personal development. As the holder of a Foundation Certificate in IT Service Management you also become more aware of the techniques, processes and functions in the core ITIL® disciplines of Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. This translates into developing and maintaining your own knowledge in managing wider IT issues within your own work environment.

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Course Objectives

This exciting and dynamic 3-day course introduces learners to the lifecycle of managing IT services to deliver to business expectations. In addition to an engaging, case study-based approach to learning the core disciplines of the ITIL best practice, this course positions the student to successfully complete the associated exam, required for entry into the future ITIL Version 3 intermediate level training courses.

The ITIL Version 3 best practice is composed of five core disciplines:

- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Continual Service Improvement

These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.

ITIL® is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, and is registered in the U.S. Patent and Trademark Office.

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