

Velveer Corporate Solution Pvt Ltd

Propel your career to new heights

ITIL-V3 Foundation Training

Introduction

ITIL (IT Infrastructure Library) provides a framework of Best Practice guidance by OGC for IT Service Management and since its creation, ITIL has evolved as the best practices documented, over the years has grown to become the most widely accepted approach to IT Service Management in the world. The dependence on IT has grown to the state wherein no business could be run without IT and it's very essential for the organizations to manage the IT services towards achieving the business goals. If IT processes and IT services are implemented and managed in the appropriate way, the service disruptions will be minimized and the business will be more successful. The main objective of ITIL is to provide a comprehensive framework for the IT Services to deliver better business results.

About this Programme

The course prepares the participants for the examination leading to the **Foundation Certificate in IT Service Management**. This certification is the prerequisite for the Intermediate and expert levels of ITIL certification. The course consists of lectures, discussions, exercises, examination tips and mock examinations.

Course Coverage

- **Introduction to ITIL**
 - ITIL Basics
 - The Service life cycle
- **Service Strategy**
 - Basic Concepts of the Service Strategy Phase
 - The Service Portfolio Management Process
 - The Demand Management Process
 - The Financial Management Process
- **Service Design**
 - Basic Concepts of Service Design
 - The Service Level Management Process
 - The Service Catalog Management Process
 - The Availability Management Process
 - The Capacity Management Process
 - The Information Security Management Process
 - IT Service Continuity Management
 - The Supplier Management Process
- **Service Transition**
 - Basic Concepts of Service Transition
 - The Change Management Process
 - The SACM Process
 - The Release and Deployment Management Process
 - The Knowledge Management Process
- **Service Operation**
 - Basic Concepts of Service Operation
 - The Event Management Process
 - The Incident Management Process
 - The Problem Management Process
 - The Request Fulfillment Process
 - The Access Management Process
- **Continual Service Improvement**
 - Basic Concepts of Service Operation
 - CSI principles and models

Target Audience

ITIL Foundations is suitable for anyone working in IT services requiring more information about the ITIL best practice framework. Or, individuals who are V2 certified and wish to upgrade their knowledge.

Our Delivery Model

- Professional & comfortable learning environment
- Excellent delivery combining practical concepts and exam orientation
- Highly qualified and experienced trainers with wide industry experience to prepare you to perform your job better when you return to work
- Easy learning material and lot of practice questions to take up the certification exam.
- Highly interactive delivery model
- Test for each knowledge area during the programme
- Mock test
- Handholding after the training
- ..and many more tips and tricks to succeed in the exam.

Velveer Corporate Solutions Pvt. Ltd
Chennai-India

www.velveer.com | successpoint@velveer.com

Ph No: 00 91 99626 55322 / 00 91 99401 78478