

HP Education Services Course Description

ITIL V3 Foundation for IT Service Management (HF421S)



This 3-day course introduces the concepts of IT Service Management (ITSM) based on Version 3 of the IT Infrastructure Library (ITIL). It describes the IT Service Management Lifecycle. It also provides a set of specialized organizational capabilities for providing value to customers in the form of services.

Audience

All IT Staff, system and network administrators, managers and executives who are responsible for the delivery of IT services in an organization.

Prerequisites

Experience and knowledge of IT computing environments are useful but not essential.

Course Objective

Upon successful completion of this course participants will be able to:

- Gain a fundamental understanding of the ITSM lifecycle
- Gain the knowledge necessary to prepare for the “Foundation Certificate in IT Service Management” examination from EXIN, ISEB or APM Group

Benefits to You

- Identify the lifecycle and fundamental processes involved in IT Service Management and how to integrate them into your business' IT service model
- Understand how IT and the Business can collaborate to improve overall productivity and efficiency
- Learn to move the reactive relationship between IT and users to a proactive relationship
- Learn ITSM concepts via an exciting and interactive simulation

Why education services from HP?

- Customized on-site delivery
- More than 80 training locations worldwide
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- Hands-on practice
- Online instructor-led and self-paced training at <http://itresourcecenter.hp.com>
- Focus on job-specific skills
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Course Title: ITIL V3 Foundation for IT Service Management

HP Product Number: HF421S

Category/Subcategory: ITIL/ITSM

Course Length: 3 days

Level: Beginner

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: Modular courses covering ITSM Lifecycle stream or Capability stream leading to the ITIL Diploma

Detailed Course Outline

Service Management as a Practice

- Introduction to IT Service Management
- ITIL introduction

Service Lifecycle

- Introduction of the lifecycle stages

Key Principles, Models and Concepts

- Introduction to key principles, models and concepts

Concepts, Roles and Functions

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

Technology and Architecture

- Architecture and technology to manage the IT Services

ITIL® Qualification Scheme

Revision and Mock Examination

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