

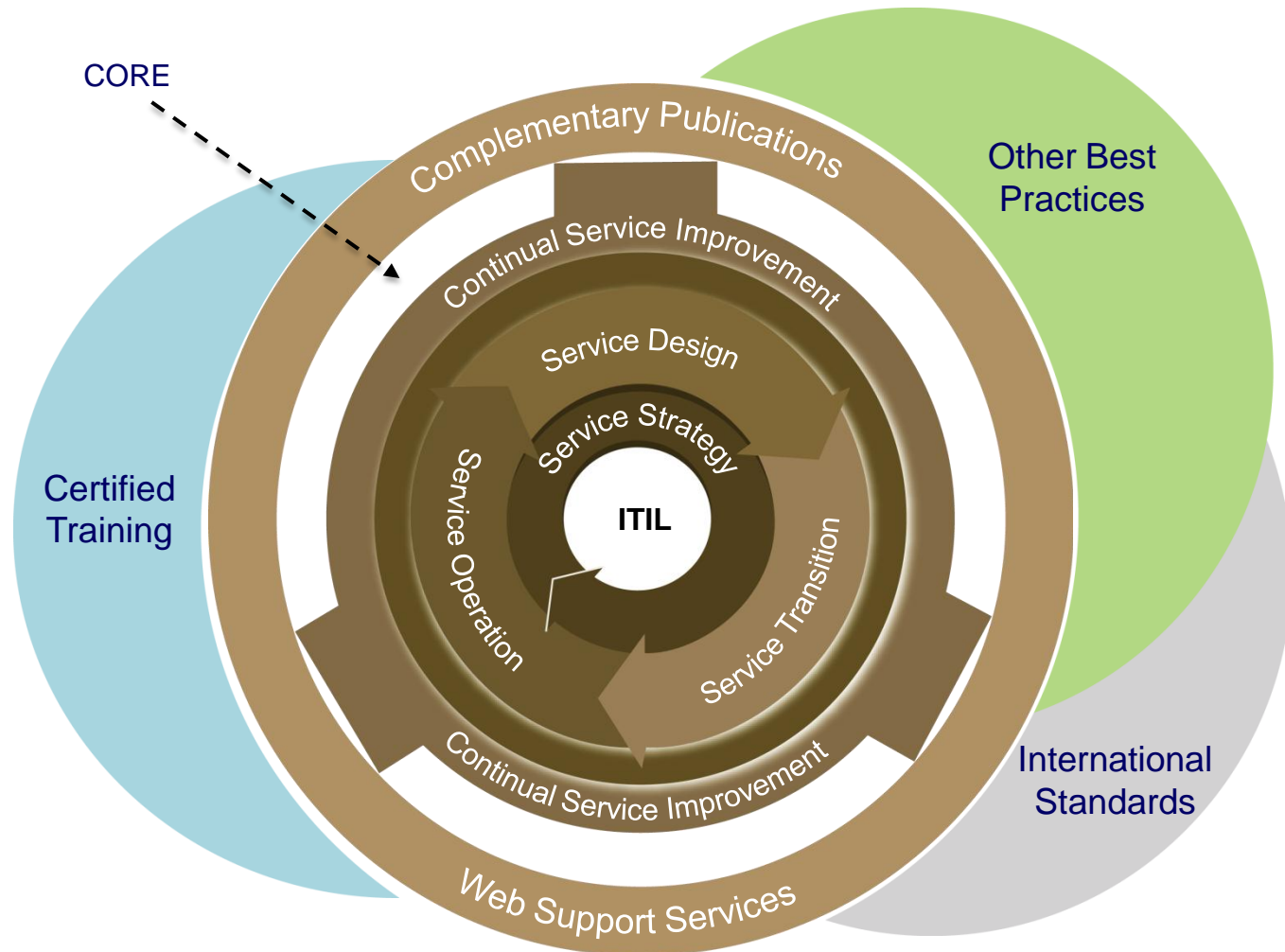
# Launching into Learning.

**ITIL® V3 Foundation Training Course - Introduction**



# ITIL® V3 Foundation Training

ITIL = Information Technology Infrastructure Library



# Course Learning Objectives

- Define service.
- Explain the concept of Service Management as a practice.
- Describe each phase of the Service Lifecycle.
- Identify and explain the key principles of Service Management.
- Identify and explain the balance required between opposing forces within Service Operation.
- Identify how the Service Management processes contribute to the Service Lifecycle.
- Describe the high-level objectives, scope, concepts, activities, key metrics (KPIs), roles, and challenges for the processes and functions of Service Management.
- Identify the requirements for an integrated set of Service Management technologies.
- Identify how Service Automation assists in integrating Service Management processes.
- Define the ITIL Qualification scheme.

# Course Agenda

## Day 1

08:30 – 09:45

**Module 1: Introduction**

09:45 – 10:00

Break

10:00 – 11:30

**Module 2: Service Management as a Practice**

11:30 – 12:00

**Module 3: Service Lifecycle**

12:00 – 13:00

Lunch

13:00 – 14:00

**Module 3: Service Lifecycle (Completion)**

14:00 – 14:15

Break

14:15 – 15:15

**Module 4: Service Strategy**

15:15 – 15:30

Break

15:30 – 16:30

**Module 4: Service Strategy (Completion)**

16:30 – 17:00

**Module 5: Service Design**

Evening

Homework – Study Material

# Course Agenda

## Day 2

08:30 – 10:00

Day 1 Review + **Module 5: Service Design**

10:00 – 10:15

Break

10:15 – 12:15

**Module 6: Service Transition**

12:15 – 13:15

Lunch

13:15 – 13:45

**Module 6: Service Transition (Completion)**

13:45 – 14:00

Break

14:00 – 15:30

**Module 7: Service Operation**

15:30 – 15:45

Break

15:45 – 17:00

**Module 7: Service Operation (contd.)**

Evening

Homework – Study Material

# Course Agenda

## Day 3

08:30 – 09:30

**Module 7: Service Operation (Completion)**

09:30 – 09:45

Break

09:45 – 11:30

**Module 8: Continual Service Improvement**

11:30 – 12:30

**Module 9: Technology and Architecture**

12:30 – 13:30

Lunch

13:30 – 15:00

**Module 11: Evaluation**

15:00 – 16:00

**Exam Preparation (optional)**

# The Royal Chao Phraya Hotel

*ITIL V3 training shall use the Royal Chao Phraya Hotel case study for various exercises throughout the course.*

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