ITIL® v3 Foundation
IT Service Management Foundation Certification

Learn the language of IT service management and the processes that support it.

This LCS®-accredited course outlines the ITIL best-practices framework and prepares the participant for the ITIL v3 Foundation certification exam, a prerequisite for all other ITIL certifications. This course provides an understanding of the service lifecycle and processes, as well as the best and common practices for IT Service Management.

Whether adopting ITIL or embarking on continuous service improvement, participants will gain a fundamental understanding of how IT service, support, and delivery can be best organized to align IT with business needs, improve service quality, and reduce long-term costs.

What You Will Learn
▶ Service Design — Transform business requirements into strategic solutions.
▶ Service Transition — Manage change, risk, and quality assurance.
▶ Service Operation — Establish day-to-day business operations and customer expectations.

Free ITIL v3 LITE® Course!
All participants in the ITIL v3 Foundation course will also receive one registration for ITIL v3 Lite®, a one-hour online introduction and review of ITIL v3.

Who Should Attend

— IT professionals who want a foundational understanding of the service lifecycle and processes and who want are interested in IT service management
— IT staff who are actively involved in the provision and support of IT services or who have an interest in IT service management best practices
— Individuals who are preparing for the ITIL v3 Foundation certification

Course Prices

Classroom: *Interactive three-day course among peers. Includes certification exam.*
HDI Member Price: $1,395 per person / Price: $1,495 per person

Online, Self-Paced: *14-18 hours of interactive, self-paced learning. The certification exam is not included with online training. Individuals taking online course may purchase the certification exam from Pearson-Vue separately*
HDI Member Price: $325 per person / Price: $350 per person

On-Site: *A three-day course conducted at your company's site.*
Call 800.248.5667 for pricing.

Register

Call: 800.248.5667   Visit: www.ThinkHDI.com/ITIL

**The IT Service & Technical
Support Community**

Unit 1: ITIL Overview
▶ ITIL History
▶ Components of ITIL
▶ IT Service Management (ITSM)
▶ Process Management
▶ Technology and Architecture

Unit 2: Service Strategy
▶ Service Strategy Lifecycle Stage
▶ Service Portfolio Management
▶ The Demand Management Process
▶ The IT Financial Management Process

Unit 3: Service Design
▶ Service Design Lifecycle Stage
▶ The Service Catalog Management Process
▶ The Service Level Management Process
▶ The Availability Management Process
▶ The Capacity Management Process
▶ The Information Security
   Management (ISM) Process
▶ The IT Service Continuity
   Management (ITSCM) Process
▶ The Supplier Management Process

Unit 4: Service Transition
▶ Service Transition Lifecycle Stage
▶ The Change Management Process
▶ The Release and Deployment
   Management Process
▶ The Service Asset and Configuration
   Management Process
▶ Knowledge Management

Unit 5: Service Operation Functions
▶ Service Operation Lifecycle Stage
▶ The Service Desk Function
▶ The Technical Management Function
▶ The Application Management Function
▶ The IT Operations Management Function

Unit 6: Service Operation Processes
▶ The Event Management Process
▶ The Incident Management Process
▶ The Request Fulfillment Process
▶ The Access Management Process
▶ The Problem Management Process

Unit 7: Continual Service Improvement
▶ Continual Service Improvement
   Lifecycle Stage
▶ The Seven-Step Improvement Process

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