



ITIL® v3 Foundation

Multimedia Computer Based Training Course



ILX Group's accredited ITIL® v3 Foundation course is a completely integrated training course for companies and organisations that wish to train to ITIL® v3 Foundation Exam level. The course combines multiple voices, with animation, and interactive exercises, allowing learning at a time and pace to suit each and every student.

The ITIL® v3 Foundation course has been fully accredited by the APMG and consists of seven topics, including a fully simulated mock exam to allow students to test themselves prior to the actual exam.

Target audience

ITIL® v3 is primarily targeted at people responsible for managing the delivery of IT services, however all staff involved in delivering IT services will find the course useful.

IT directors need to be aware of ITIL® v3 to ensure that appropriate staff members within their organisations have the required level of knowledge. It is also of importance to business staff, both managers and day-to-day customers or end users involved in building good relationships with their IT service providers.

Software developers, maintainers and testers need to be aware of IT service management requirements so that they can understand their relationship with IT service managers and ensure that requirements are incorporated into new and revised products and services from the outset. The guidance is useful to any size of organisation, in both the public and private sectors.

What's included?

The full course can be delivered by CD-ROM, Network or Intranet and provides training equivalent to a 3 day classroom training course.

- A full student manual reflecting the course content
- It is important that your courses are kept up to date and our licences are fully inclusive of our comprehensive maintenance and update service

Why computer based training?

Technological improvements and advances in educational design mean that modern CBT is no longer just a low cost alternative to traditional training methods. In many respects our courseware offers training which is superior to the majority of available "classroom" options.

Not only is the effectiveness of the training process enhanced – but the convenience and overall cost efficiency of CBT makes it a compelling option for training. You can learn what you want and target your specific needs; when and where you want; and at your own pace repeating each section as many times as you need both initially and later as a refresher.

What does it offer?

- Increased Student Confidence
- Mock Exam Simulator
- Better Pass rates
- Dual English Voices to keep learning interesting
- Self-paced so you can move forward as confidence increases
- On Demand, when required



Minimum Requirements

The course is designed to be run from a multimedia PC, with a CD-ROM and sound. The PC should have a minimum of 128MB memory and SVGA graphics.

For further information call ILX on
+44 (0)1270 611600 or visit our website at

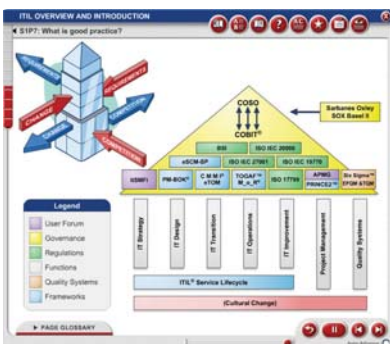
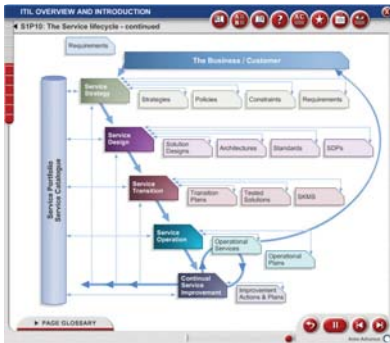
www.italtraining.com



ITIL® v3 Foundation Synopsis

Session

Synopsis



Overview of ITIL® v3 and Service Management

- What is ITIL® v3?
- ITIL® v3 and Quality
- Service Management
- ITIL® v3 Processes

Service Strategy – Overview of Goals and Objectives

- Define the Market
- Develop Offerings
- Develop strategic assets
- Prepare for Execution
- Service Portfolio Management
- Demand Management
- Financial Management

Service Design – Overview of Goals and objectives + Roles

- Service Level Mgmt & Supplier Management
- Service Catalogue Management
- Availability Management
- Information Security Management
- Capacity Management
- IT Service Continuity Management

Service Transition – Overview of Goals and objectives + Roles

- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management

Service Operation – Overview of Goals and objectives + Roles

- Incident Management
- Event Management
- Request Fulfilment
- Problem Management
- Access Management
- Service Desk
- The Technical Management Function
- The Application Management Function
- The IT Operations Management Function

Continual Service Improvement – Overview of Goals and objectives + Roles

- Continual Service Improvement – 7 Step Improvement Process
- CSI – Improvement Model
- CSI – Deming Cycle

Technology and Architecture – Overview of Goals and objectives

- ITIL® v3 Qualification Scheme and Exam Technique

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ITIL® v3 Mock Exam Simulator

- Randomised ITIL® v3 Foundation level exam questions

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