ITIL® V3 Foundation
E-learning Course

ILX Group's accredited ITIL® V3 Foundation course has been created for 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, pace and location to suit each student.

The ITIL® V3 Foundation course has been accredited by the APM Group and is equivalent to a 3 day classroom training course. It consists of seven topics together with a fully simulated mock exam to allow students to test themselves prior to the actual exam.

Benefits

• An exam simulator which results in exceptional pass rates
• Increased retention of learning
• Less time taken to learn
• Increased control and visibility of progress and achievement
• Reduced travel costs
• Accessible from any location

Target audience

ITIL® V3 is primarily targeted at those people responsible for delivering IT services, however all staff involved in IT service delivery will find the course useful.

IT directors need to be aware of ITIL® V3 to ensure that staff in the organisation have the required level of knowledge. It is also important for business staff, managers, day-to-day customers and 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 course is useful to any size of organisation, in both the public and private sectors.

Why e-learning

Technological improvements and advances in educational design mean that e-learning 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 also the convenience and overall cost efficiency of e-learning makes it a compelling option for training. Training can be targeted at specific individual requirements and staff learn exactly what they need, any time, any place. Staff also learn at their own pace and can repeat each section as many times as they need during the course and as a refresher.

What's included?

• The full course can be delivered by CD-ROM, network, intranet or hosted by ILX
• It consists of animations, text, voice overs and interactive exercises
• A full student manual reflecting the course content
• Additional features such as sticky notes, a "favourites" option, corporate notes, simple administration functionality, review bar and real time pause
• A comprehensive maintenance service so that courses are kept up to date
• Randomised ITIL® V3 Foundation exam simulator
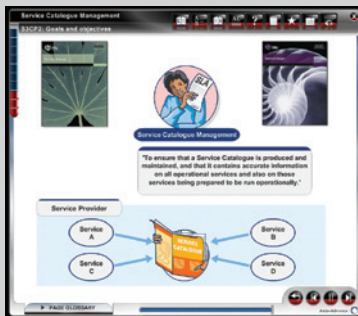• FAQ's and keyword search

Minimum Requirements
The course is designed to run on a multimedia PC with Windows, CD-ROM, sound and display resolution of at least 1024 x 768. Apple Mac course options are also available.

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

Overview
Course Synopsis

Overview of ITIL® V3 Foundation 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, Objectives and Roles

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

Service Transition – Overview of Goals, Objectives and Roles

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

Service Operation – Overview of Goals, Objectives and 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, Objectives and 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 Techniques

ITIL® V3 Mock Exam Simulator

- Randomised ITIL® V3 Foundation level exam questions

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Email sales@ilxgroup.com or visit our web site at www.ilxgroup.com for the latest news and updates.

www.itiltraining.com