ITIL® v3 Foundation E-Learning Course

Course Description:

ITIL® v3 Foundation E-Learning Course offers scenario-based training with real-life connects. Learners will attend a Virtual Training Conference at the majestic Royal Chao Phraya Hotel in Bangkok. In this virtual atmosphere, the learners will attend conference sessions hosted by two ITIL Experts, who will explain the foundations of ITIL v3. As part of the learner's stay at the hotel, they will have the opportunity to assist the hotel management team with different projects and scenarios that will test their new ITIL knowledge.

This course has been created while keeping in mind the requirements of today's learners — those looking for a fun and engaging learning environment that offers hands-on experience. The scenarios are geared to provide both theoretical and practical knowledge, facilitating an effective method for reinforcement and self-assessment. The course offers greater value than any other mode of instruction because it provides motivation as well as learning.

This self-paced course introduces the learners to the Lifecycle of managing IT Services to deliver to business expectations. It offers concrete foundation knowledge of the core disciplines of ITIL v3.

The ITIL v3 best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations, and Continual Service Improvement. These disciplines represent a Service Lifecycle framework that enhances alignment with the business while demonstrating business value, improving ROI, and enabling IT to solve specific operational needs.

Audience:

IT Management, IT Support Staff, IT Consultants, Business Managers, Business Process Owners, IT Developers, Service Providers, System Integrators.

Learning Objectives:

At the end of this course, learners will be able to:

- Identify the key principles and concepts of IT Service Management.
- Identify the benefits of implementing ITIL in an organization.
- Identify Service Management processes and understand how they map to the Service Lifecycle.
- Identify the basic concepts and definitions related to the Service Lifecycle.
- Identify the activities and roles involved with the Service Lifecycle.
- Identify the relationships among the components of the Service Lifecycle and understand how they map to other components.
- Identify the factors that affect the effectiveness of the Service Lifecycle.

Course Organizational Logistics:

Pentium IV, Internet Explorer 6.x, Cookies enabled, JavaScript enabled, Macromedia Flash Player 8.0 and above, speakers or a headset, minimum 1024 x 768 pixel resolution, broadband Internet connection.

ITL9320E
ITIL® v3
Foundation
E-Learning
Course

Certificate:
ITIL® Foundation
Duration:
18 hours
Course Delivery:
Self-Paced E-
Learning
Languages:
English ITL9320E
Credits:
2 Credits to ITIL
Expert
PMI® PDUs:
18

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Prerequisites:

None, although a familiarity with IT Service Delivery will be beneficial.

Course Student Material:

There are no direct reference materials required for this course; however the student does have a choice of supplementing this course with reference materials available on the market. The list shown below is not intended as a direct endorsement by Método, but is intended as a reference list for students in consideration for supplemental material:

The Official Introduction to the ITIL® Service Lifecycle	ISBN: 9780113310616
Passing Your ITIL® Foundation Exam Book	ISBN: 9780113310791
IT Service Management based on ITIL® V3: A Pocket Guide	ISBN: 9789087531027
Foundations of IT Service Management Based on ITIL® V3	ISBN: 9789087530570
ITIL® v3 Key Element Guides:	
Service Strategy	ISBN: 9780113310708
Service Design	ISBN: 9780113310715
Service Transition	ISBN: 9780113310722
Service Operation	ISBN: 9780113310739
Continual Service Improvement	ISBN: 9780113310746

Some of these books are also available as electronic .pdf and online subscription versions.

About the Examination:

- Accredited Foundation training is strongly recommended but not a prerequisite.
- The exam is a closed book, forty (40) multiple choice questions. The pass score is 65% (26 out of 40 questions). The exam lasts 60 minutes.

Credits:

- Upon successful passing of the ITIL v3 Foundation exam, the student will be recognized with 2 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 18

Course Contents:

Learning sessions at the "conference" include:

- Service Management as a Practice, Service Lifecycle, Service Strategy, Service Design, Service Transition, Service Operation, Continual Service Improvement and Technology and Architecture.
- Exam Preparation Guide

Modules:

1. ITIL v3 Foundation Course
2. Service Management as a Practice
3. Service Lifecycle
4. Service Strategy
5. Service Design
6. Service Transition
7. Service Operation
8. Continual Service Improvement
9. Technology and Architecture
10. Exam Preparation Guide

ITL9320E
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Ordering Options:

Description	Code
v3 Foundation Course – E-Learning	ITL9320E
v3 Foundation Course + Online Exam – E-Learning	ITL9320EXO
ITIL v3 Foundation Exam - Online	ITL9320XO

Certificate:
ITIL® Foundation
Duration:
18 hours
Course Delivery:
Self-Paced E-Learning
Languages:
English ITL9320E
Credits:
2 Credits to ITIL Expert
PMI® PDUs:
18

ITpreneurs Training Material Accreditation Status

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