



# ITIL Foundations (V3)

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## Course Overview

**This APMG®-accredited ITIL® v3 Foundations Certification course** provides IT professionals with industry certification of the ITIL best practices framework. During this 2.5 day course, participants will gain a foundational understanding of the ITIL V3 Framework, learn how to improve IT operations, and demonstrate overall business value to their organizations.

## Who Should Attend

- IT Managers, CIOs, IT Line Managers
- Help Desk / Service Desk Managers
- Network Operations, Applications Support, Technical Services staff
- Business Analysts, Business Unit Managers
- Service Delivery Managers
- Anyone seeking to gain a high level understanding of ITIL

## What You'll Learn

- **Introduction to ITIL Concepts, Terminology** - Gain a high level overview of ITIL V3.
- **The Service Lifecycle** - Understand the fundamental ITIL lifecycle stages, processes, functions, roles & responsibilities.
- **Service Strategy** — Understand how to align IT strategy with business goals and expectations.
- **Service Design** — Learn how to transform business requirements into strategic solutions.
- **Service Transition** — Understand processes used to manage change, risk, and deliver quality assurance.
- **Service Operation** — Learn how to establish day-to-day business operations and manage customer expectations.
- **Continual Service Improvement** — Understand ITIL's program for overall process and service improvement.

**This course is packed with stimulating discussions,** lots of practical examples, and a real-life case study woven through the course to illustrate the concepts taught. The ITIL Foundations exam is given at the conclusion of the course to enable participants to achieve their ITIL Foundations certification.



## Delivery

- At our **Training Center** or **Your Location**
- **Like our other courses**, the ITIL Foundations course is delivered by an experienced IT Service Management consultant with advanced ITIL V3 Expert Certification, and proven theoretical and practical knowledge of the ITIL processes and their implementation.

## Each Student Receives

- 2.5 days Certified Instructor led training, along with exercise facilitation
- ITIL Foundations Student Manual (excellent after class reference!)
- Participation in ITIL Foundations Case Study throughout class
- Reinforcing exercises and quizzes
- Sample exams to prepare for ITIL exam on day 3
- In-class ITIL Foundations examination included

For more on this and other Optimal Connections courses, contact us by calling 1-949-305-3544, or email [service@optimalconnections.com](mailto:service@optimalconnections.com).