

ITIL® V3 Foundation 3.5-Day Course with Optional Certification Exam

Overview

The ITIL® V3 Foundation Course introduces participants to the principles and core elements of the service lifecycle approach to IT Service Management according to the ITIL® Version 3 framework of best practices.

This three-and-a-half-day (26 hours total) course provides an awareness-level understanding of ITIL® concepts through lecture, presentation, and discussion. The 28 ITIL® processes, four functions, and key concepts and models are described, as well as their goals, objectives, benefits, roles, and interdependencies.

For clients wishing a private class, students are led through guided discussions which illuminate ITIL implementation opportunities, tips, and tricks specific to your organization.

Students are prepared to take the ITIL® V3 Foundation Examination, which can be proctored in class at the end of the training period on the morning of the fourth day.

Objectives

1. Garner an awareness of the main processes of ITIL's five core publications: *Service Strategy*, *Service Design*, *Service Transition*, *Service Operation*, and *Continual Service Improvement*, as well as their key concepts, models, roles, relationships, and implementation considerations
2. Gain an awareness on how these processes contribute to making an IT organization manageable, efficient, and effective
3. Learn ITIL®'s standardized vocabulary
4. Prepare for the optional EXIN ITIL® V3 Foundation examination

Target Audience

- IT Managers, IT staff, and process owners
- Application, project, and business managers directly involved in IT
- Any member of IT organizations seeking process and service improvements

Prerequisites

There are no mandatory prerequisites, although experience in an IT environment is highly recommended.

Course Outline:

- **Introduction to IT Service Management**
 - Brief history of ITIL® / certification paths
 - Service Management as a Practice
 - Introduction to the Service Lifecycle
 - What is a process? How do we measure quality?
- **Module 1: Service Strategy**
 - Service Strategy overview and outputs
 - Creating and calculating value
 - Four key processes of *Service Strategy*
 - Focus on Demand Management
 - Sample questions
- **Module 2: Service Design**
 - Overview, inputs, and outputs
 - The 4 Ps of ITSM
 - The 5 Aspects of Service Design
 - The Service Design Package
 - Focus on Service Level Management
 - Seven key processes of *Service Design*
 - Technology / automation considerations
 - Sample questions
- **Module 3: Service Transition**
 - Overview, inputs, and outputs
 - Four key *Service Transition* processes
 - Process interrelationships and "The Trifecta"
 - A Day in the Life of a Change
 - Sample questions
- **Module 4: Service Operation**
 - Overview, inputs, and outputs
 - Communication considerations
 - Business Value Starts Here!
 - Five processes of *Service Operation*
 - Incidents and Problems: The user vs. the printer
 - Sample questions
- **Module 5: Continual Service Improvement**
 - What and why do we measure?
 - Three methods for improvement
 - Lifecycle phase relationships
 - Sample questions
- **Exam Preparation**
 - Class Review: Tying it all together
 - Sample exam, review, and analysis
 - Test taking strategies
- **ITIL® V3 Foundation Exam: 1 hour**

Course Delivery Options

Bronze

- On-site instruction by a Knapp I.T., Inc. Accredited Trainer, lasting 26 hours (spanning 3.5 days)
- One student binder per student, containing all presentation slides
- An ITIL® glossary and acronym list for each student
- One practice exam per student
- **Exam and exam prep is not included with this Bronze option**
- **Exam is not included with this Bronze option**
- *Maximum 24 students per class*

Silver

- On-site instruction by a Knapp I.T., Inc. Accredited Trainer, lasting 26 hours (spanning 3.5 days)
- One student binder per student, containing all presentation slides and extensive notes
- An ITIL® glossary and acronym list for each student
- Two practice exams per student
- Exam preparation, including test-taking strategies
- 21 PDUs for all students holding a current PMP certification
- One .pdf copy of the ITSMF ITIL® V3 Pocket Guide per student
- One exam voucher per student; students schedule their ITIL® V3 Foundation Exam at their leisure at a Pearson-VUE testing center. **Exam is not proctored in class with this Silver option.**
- *Maximum 24 students per class*

Gold

- On-site instruction by certified ITIL® Expert Jill Knapp, lasting 26 hours (spanning 3.5 days)
- One student binder per student, containing all presentation slides and notes
- An ITIL® glossary and acronym list for each student
- Two practice exams per student
- Exam preparation, including test-taking strategies
- ITIL flash cards for each phase of the lifecycle, containing key words, mnemonic phrases, and “memory joggers”
- 21 PDUs for all students holding a current PMP certification
- One .pdf copy of the ITSMF ITIL® V3 Pocket Guide per student
- **Official ITIL® V3 Foundation Certification Exam provided at the conclusion of class, proctored by an EXIN-accredited examination supervisor**
- *Maximum 20 students per class*

Additional Options

- We have off-site training locations available
- Morning and afternoon catering available at your site or ours
- One-on-one exam tutoring available for Bronze and Silver students
- Discounts available
 - 10% discount for paying invoice balance within 15 calendar days of receipt
 - Ask about volume discounts!

About Knapp I.T., Inc.



Knapp I.T., Inc. is a boutique IT Service Management training and consultancy firm based in Wilmington, Delaware. Owned and operated by **Author, Accredited Trainer, and Certified ITIL® Expert Jill Knapp**, her ITIL Foundation students have enjoyed a 100% pass rate over the past 24 months. She co-taught the world's first ITIL V3 Foundation class with exam in June of 2007.

Her roster of clients and talented students include ESPN, Dell, HP, the Federal Reserve Bank, UPS, FedEx, Merck, Bristol-Myers Squibb, Nortel, the University of Texas, the Canadian Armed Forces, the USDA, EMC, RIM, SAIC, Huntington Bank, Lancaster General Hospital, and Lower Colorado River Authority.

Knapp I.T. is a trusted and reliable partner of many training organizations worldwide, such as New Horizons Computer Learning Centers, Knowledge Peak, TEK Systems, Third Sky, and ITPreneurs, and is on the faculty at Villanova University as an adjunct professor, ITIL curriculum designer, and subject matter expert.

Active in the ITIL community as a Service Operation and team-building buff, Jill applies her past technical experience and Education degree to turn ITIL concepts into real-world results for her students and clients.

Jill Knapp is the author of *ITIL V3 Foundation Exam Video Mentor*, published in 2010 by Pearson/Que/InformIT.

Knapp I.T., Inc. is a **Woman-owned Small Business** with a commitment to green sustainability, and a proud Sponsor of the Arts.

What companies and students are saying about working with Knapp I.T., Inc.:

“I met Jill as the instructor of my ITIL Foundations V3 class at New Horizons of Austin. With her skillful teaching, I was able to pass the exam with ease. Immediately after the class I reached out to Jill to bring her to LCRA to conduct three large ITIL training sessions for fellow IT staff and business partners through New Horizons of Austin. Those classes were so successful we brought her back as a consultant on various ITIL initiatives. She was wonderful to work with, is deep on experience, and helped us design some really great processes that will serve LCRA well into the future. I highly recommend Jill and hope to bring her in on future engagements.”

-- M. Whitworth, Technology Process Manager, Lower Colorado River Authority

Comments or suggestions about the instructor or course content:
great energy & enthusiasm for the course; a natural at teaching

Comments or suggestions about the instructor or course content:
Jill was Awesome!

Comments or suggestions about the instructor or course content:
One of the best courses I have ever been on!

This instructor was the best I have ever had!