
ITIL Foundation V3 Conversion From V2

Duration: 2 Days **Course Code: ILCV**

Overview:

The course provides an introduction to ITIL version 3 best practice and how it differs from the current ITIL guidelines. An element of customisation is possible within the standard price. Further tailoring to meet specific requirements is available at additional cost.

Target Audience:

The course is aimed at delegates who have a working knowledge of current ITIL guidelines and who wish to keep up-to-date with industry best practice.

Objectives:

- To educate delegates in changes brought about by the new ITIL v3 refresh documenting industry best practices.
 - The course covers the new service lifecycle approach to implementing new and changed services, and outlines all changes to existing processes as well as covering the new additional processes.
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Prerequisites:

Delegates are required to meet the following prerequisites:

The course is aimed at delegates who have a working knowledge of current ITIL guidelines and who wish to keep up-to-date with industry best practice.

Testing and Certification

Recommended as preparation for exam(s):

- Exams are released on the 11th of June for version 3 Foundation courses.
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Follow-on-Courses:

Following on from this course you may wish to consider:

- Service Management in Action (SMIA) – Business Simulation course aligned with new ITILv3 publications
 - Practitioner and other courses which will become available when the examination syllabus is published.
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Content:

Overview of drivers for ITIL v3, and its key concepts and benefits

Overview of Service Lifecycle approach and composition of each stage within the lifecycle

Description of key points within the 5 stages in the lifecycle:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- Focusing on new and changed concepts, new definitions and terminology and key interfaces.

Brief outline of the control and governance of ITIL including proposed exam formats

Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

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