

# ITIL® v3 Foundation Online

## Course Description

Business is changing at a fast pace. As business demands change so do the requirements for IT services. To meet this growing demand the OGC® has released ITIL v3. This new release looks at IT Service Management from a Service Lifecycle perspective with an emphasis on managing services and delivering business value.

## Target Audience

Any IT Executive, IT Manager, IT Professional or someone looking to pursue an IT Career

## Details

<b>Average Learner Seat Time</b>	<b>14-18 hours</b>
<b>Individual License</b> (Volume Discounts Available)	<b>€35</b>
<b>Exam Price</b>	<b>€175</b>
<b>Hosting</b>	<b>Included</b>
<b>Customization Available</b>	<b>Look &amp; Feel</b>
<b>Languages</b>	<b>English</b>
<b>Search</b>	<b>Included</b>
<b>Practice Exams</b>	<b>(3 including Mobile Prep)</b>
<b>ITIL Glossary</b>	<b>Included</b>
<b>Add Your Own Study Notes</b>	<b>Included</b>
<b>Print Features</b>	<b>Included</b>
<b>Accessibility (Transcription)</b>	<b>Included</b>

### Module 1 – Introducing ITIL v3

This module helps the learner comprehend the evolution of ITIL to its current state. The learning speaks to the ITIL core components that make up the ITIL best practices framework. Understanding ITIL's position within the discipline of IT Service Management is paramount in this early stage.

### Module 2 – ITIL Lifecycle Stages

In this module, the learner will watch a simulated class discussion of how ITIL best practices can guide organizations through solving a business issue. This provides a general idea of what ITIL is really about. As the learner moves through the lifecycle stages, activities and scenarios are presented to engage the learner and reinforce the materials.

The objective is to foster a deep understanding of how ITIL best practices can help resolve a business issue. Each of the five ITIL Lifecycle Stages is explored, focusing on the content required to pass the ITIL certification exam. A simulated ITIL class begins this module.

### Module 3 – ITIL Processes

By this point in the learning, you will be familiar with the ITIL lifecycle stages and their objectives. To meet these objectives, organizations need to implement processes and functions specific to each stage. This module will discuss the key ITIL processes and functions that you need to be familiar with for the exam.

This lesson will introduce a scenario that will be used to help you understand the concepts of these processes and functions. The fictitious organization has adopted the ITIL framework and has integrated the IT organization into its business operations. We will determine if it can achieve its business objectives in partnership with its IT organization.

# E·S·M·I

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