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## ITIL V3 Foundation Course

Learn the fundamental principles of the new ITIL lifecycle approach, ITIL V3 covers the same processes as V2 and more.

ITIL V3 exposes you to a very business minded concept of integrating IT and the business to provide value.

### Course syllabus:

- 1. Service Management Concepts - Introduction**
  - a. Good Practice
  - b. Functions, Processes and Roles
  - c. Understanding the Process Model
  - d. Technology
  - e. Service Automation and process integration
  - f. ITIL V3 qualifications scheme
  
- 2. Service Strategy (SS)**
  - a. Understand the development of offerings and strategic assets
  - b. Roles and Responsibilities of SS
  - c. Service Portfolio Management
  - d. Demand Management
  - e. Financial Management
  - f. SS scope, activities and objectives
  - g. Roles and responsibilities
  - h. Metrics
  
- 3. Service Design (SD)**
  - a. Service Level Management
  - b. Service Catalog Management
  - c. Availability Management
  - d. Information Security Management
  - e. Supplier Management
  - f. Capacity Management
  - g. IT Service Continuity Management
  - h. SD scope, activities and objectives
  - i. Roles and responsibilities
  - j. Metrics
  
- 4. Service Transition (ST)**
  - a. Change Management
  - b. Service Asset and Configuration Management (SACM)

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- c. Release and Deployment Management
- d. ST scope, activities and objectives
- e. Roles and responsibilities
- f. Metrics

#### 5. Service Operations (SO)

- a. Incident Management
- b. Event Management
- c. Request fulfillment
- d. Problem Management
- e. Access Management
- f. SO scope, activities and objectives
- g. Service Desk Function
- h. The Technical Management Function
- i. The Application Management Function
- j. The IT Operations Management Function
- k. Roles and responsibilities
- l. Metrics

#### 6. Continual Service Improvement (CSI)

- a. The 7 step improvement process
- b. CSI scope, activities and objectives
- c. Roles and responsibilities
- d. Metrics

For those who have taken a previous version of the Foundation course in the past, all you are required to take is the one day bridging course to bring you up to date.

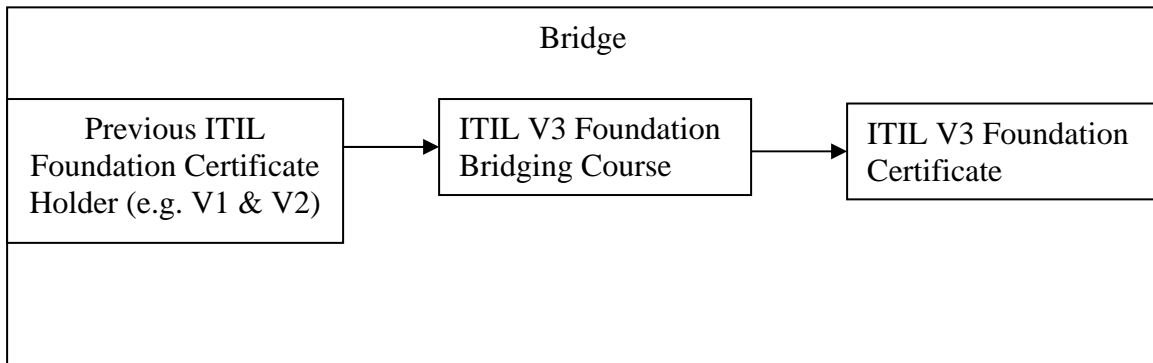
#### Price:

<b>ITIL V3-F and ITIL V3-F/B Courses</b>	<b>Singapore</b>
<b>Three day ITIL V3 Foundation course (includes exam fee)</b> (prerequisite: none)	<b>SGD\$1988.</b>
<b>Two day ITIL V3 Foundation Bridging course (including exam)</b> (prerequisite: must have already previously obtained the ITIL foundation certificate)	<b>SGD\$1288.</b>



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## ITIL V3 Road Map