



## **Burntsand's ITIL Service Management Foundation Certification Training **ITIL® Version 3****

IT organizations are faced with rapidly evolving business requirements, coupled with staff headcount constraints, where standardization and optimized procedures are a critical success factor. The Information Technology Infrastructure Library (ITIL) is the de facto standard for IT Service Management, based on a Life Cycle approach for delivering high quality IT services. ITIL's body of knowledge represents this consensus derived from decades of work and experience by thousands of IT professionals world-wide.

**Burntsand's 3 Day Classroom Training and Certification course is an intensive, interactive program designed to provide a no nonsense introduction to ITIL and certification by professionals who have actual experience in implementing best practices.**

### ***Who Should Attend?***

This course is ideal for individuals who require a basic understanding of how to use the ITIL® framework to enhance the quality of IT Service Management within an organization.

IT professionals who are working within an organization considering or adopting ITIL®, will benefit by gaining ITIL knowledge that will increase their contributions to new and ongoing service improvement initiatives.

Attendees may include but, but are not limited to, IT professionals, business managers and business process owners.

This certification is the pre-requisite for the Intermediate and Advanced levels of ITIL® certification.

### ***Pre-requisites:***

There are no pre-requisites for this course. Work experience and knowledge in IT computing environments is recommended but not required.

### ***To Register:***

Go to the Burntsand events page for dates and locations and submit your information online or call Josie Cipriani at 416-234-3845

**Learning Objectives:**

Attendees will gain an appreciation for how ITIL® IT Service Management best practices can improve IT Service operations. Specifically they will:

- Understand the ITIL® IT Service Management framework
- Gain insight into process management requirements and implications
- Be familiar with key ITIL® terminology
- Be prepared to write the ITIL® IT Service Management Foundation certification exam, (a 1-hour, closed book, multiple-choice exam).

**Course Contents:**

This course provides an overview of the Service Management Lifecycle to significantly increase each candidate's knowledge and comprehension of the ITIL® terminology, structure, basic concepts and processes and has an understanding of the core principles of the ITIL® practices for Service Management. This course is not intended to enable holders of the certificate to apply the ITIL® practices for Service Management without further guidance.

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification.

- Service Management as a practice
- Service Lifecycle
- Key Principles and Models
- Generic Concepts
- Selected Processes, Roles and Functions
  - *Service Strategy*
  - *Service Design*
  - *Service Transition*
  - *Service Operation*
  - *Continual Service Improvement*
- Selected Roles
- Selected Functions
- Technology and Architecture (Awareness)
- ITIL® Qualification scheme (Awareness)
- Revision and Mock Exam
- ITIL® Foundation Certification Exam



The ITIL® V3 Foundation level course prepares you for the certification examination leading to the Foundation Certificate in IT Service Management.

Students will be expected to attend 3 days of classroom training plus take home exercises each evening to complete the requirements for the certification.

Exam is given at the end of Day 3. The exam is a 1 hour closed book, multiple choice examinations with 40 questions. The student must achieve a pass score of 65% (26 out of 40) in order to pass the exam. An independent examination body facilitates and marks the examination.

\* Note: Burntsand also offers a 1 day bridge course for people who have been certified on V2 and want to update their knowledge for V3.