

1610 – ITIL® V 3 Foundations Certification Exam Prep

1. Introduction

- a. Course Introduction
- b. Introduction to IT Service Management and ITIL
- c. ITIL Lifecycle Model and Process Overview

2. Service Strategy

- a. Service Strategy Overview
- b. Strategy Generation
- c. Financial Management
- d. Demand Management
- e. Service Portfolio
- f. Service Strategy Review

3. Service Design

- a. Service Design Overview
- b. Service Catalogue Management
- c. Capacity Management
- d. Availability Management
- e. Service Level Management
- f. Information Security Management
- g. Supplier Management
- h. IT Service Continuity Management
- i. Service Design Review

4. Service Transition

- a. Service Transition Overview
- b. Transition Planning & Support
- c. Change Management
- d. Service Asset & Configuration Management
- e. Validation & Testing Management
- f. Release & Deployment Management
- g. Evaluation Management
- h. Service Knowledge Management
- i. Service Transition Review

5. Service Operation

- a. Service Operation Overview
- b. Event Management
- c. Request Fulfillment
- d. Incident Management
- e. Problem Management
- f. Technology Management
- g. Access Management

- h. Operations Management
- i. Service Operation Review

6. Continual Service Improvement

- a. Continual Service Improvement Overview
- b. Service Measurement
- c. Service Analysis
- d. Service Reporting
- e. Service Improvement
- f. Continual Service Improvement Review

7. Course Wrap-Up

- a. ITIL Lifecycle Model and Process Review
- b. ITIL Foundation Practice Exam