

Scheduled Public and On-Site Courses Available

Being familiar of having a certification in IT Service Management using the IT Infrastructure Library (ITIL®) framework is a must have for many IT positions and advancement. During this course you will gain in-depth knowledge and the necessary understanding to achieve certification in IT Service Management.

This three day, certified IT Service Manager Instructor-led course is for IT professionals responsible for implementing IT Service Management improvements using the ITIL® framework and want to obtain the ITIL® Version 3 Foundation Certification. The course outlines the processes required to deliver, measure, and improve IT services, and provide a comprehensive look at the concepts and terminology necessary to prepare students to incorporate ITIL concepts into their work environment.

Certification Exam with Pre and Post Course Learning Aides Included

Locations:

Dallas, TX - Austin, TX - Washington, D.C. - San Diego, CA

Audience:

Individuals responsible for or planning implementing, administering or managing technology assets for a business, government or non-profit organization should attend. Business managers tasked with managing the provisioning of IT services should take this course, regardless of technology experience.

Prerequisites:

This course has no prerequisites. However attendees should have working experience with technology or technology management in a business, government or non-profit organization.

Students will learn to:

- Describe the goals and value of the ITSM lifecycle
- Manage an integrated IT Service Management environment
- Outline the processes required to deliver, measure, and improve IT services
- Plan:
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement
- Describe:
 - Service Level Management
 - Incident Management
 - Change Management
 - and more ...
- Provide a comprehensive look at the concepts and terminology necessary for a Foundation level understanding of ITIL V3
- Incorporate ITIL concepts into the work environment.
- Prepare to take the ITIL Version 3 Foundation certification examination in IT Service Management

