

BMGT 1072 (formerly ITSX 3020)
Course Syllabus

1. Name of Course: ITIL V3 Foundation

2. Number of Contact Hours: 20

3. Course Description:

The ITIL (the IT Infrastructure Library) v3 Foundation certification training course prepares students for the ITIL v3 Foundation exam by teaching the core fundamentals of ITIL practices: service management as a practice, the service lifecycle, key principles and models, selected roles, processes and functions, technology and architecture and the ITIL Qualification scheme.

Prerequisites: Familiarity with IT terminology and IT-related work experience.

4. Course Learning Objectives:

- Describe the ITIL terminology
- Perform the Service Desk function
- Describe the 10 core processes and their relationships
- Manage interfaces with other processes and the business

5. Rationale:

- In a survey conducted by the ACC High Technology Institute, 86% of respondents listed project management skills as important for career advancement.

6. Required Materials:

Required: Supplied with course

Optional: None.

7. Evaluation

Students are expected to arrive on time, stay for the entire class period, and actively participate in class by asking questions and sharing personal experiences. Any student counted as missing more than 2 sessions of class will not receive a completion certificate. There will usually be a short break about half way through each evening's class time.

The **ITIL Foundation exam** is a multiple choice paper. It consists of 40 questions and you need to get at least 65% correct in order to achieve the ITIL foundation qualification.

A completion certificate worth 2.0 continuing education units (CEUs) will be awarded for a total course score of 70% or better, with minimum attendance. 2.0 CEU's are equivalent to 20 PMI Professional Development Units (PDU's).

8. Course Outline

Session One

Introduction, Course Logistics, Domestic
IT Service Lifecycle Handout: Service Lifecycle – Main Concepts
Service Management as a Practice

Session Two

Review
Group Exercise
Service Management as a Practice (cont'd)
Key Principles, Models, Concepts

Session Three

Review
Lifecycle Phases: Service Strategy, Service Design
Lifecycle Phases: Service Transition, Service Operation
Homework: •Brainteasers (Service Management Fundamentals, Service Strategy, Service Design) •Foundation questions (Service Lifecycle)

Session Four

Review 5 90
Lifecycle Phases: Service Operation, Continual Service Improvement Handout: v3 Classification
Whiteboard I: Guide a discussion (purpose, flow, etc...) around the Service Lifecycle; map processes to each phase

Session Five

Review
Service Capabilities Handout: Capabilities and IT Service Lifecycle (Foundation – this diagram does not reflect APMG's Intermediate Capability Qualification schema) Service Offerings & Agreements (SOA); Planning Protection & Optimization (PPO)

Session Six

Review
Whiteboard II: Guide a discussion and map separately the SOA & PPO processes, key elements; purpose, etc...
Service Capabilities (cont'd) Release, Control & Validation (RCV) Homework: •Brainteasers (Service Design, Service Transition, Service Operation, Continual Service Improvement) •Foundation questions (Lifecycle Phases, Technology) •Sample Paper A •Review/reading

Session Seven

Review
Release, Control & Validation (RCV) (cont'd) Operational Support & Analysis (OSA)
Operational Support & Analysis (OSA) (cont'd)

Session Eight

Whiteboard III: Guide a discussion and map separately the RCV & OSA processes /functions , key elements , purpose , etc...

Service Management Technology

Full course review

Session Nine

Sample Paper A review

Sample Paper B, Review

Exam Registration

Session Ten

Exam at College