

# HP Education Services Course Description

ITIL V3 Foundation for IT Service Management (HF421)



This 3-day course introduces the fundamentals of IT Service Management (ITSM) based on Version 3 of the IT Infrastructure Library (ITIL). It describes the key concepts, processes, functions and roles of the ITIL service lifecycle. The course is made up of lectures and the exciting, hands-on HP Race to Results Service Management Simulation, which provides an interactive learning experience. This results in good awareness and comprehension of the main aspects of ITIL. The course prepares attendees for the ITIL V3 Foundation Certificate examination.

## Audience

All IT Staff, system and network administrators, managers and executives who are responsible for the delivery of IT services in an organization.

## Prerequisites

Experience and knowledge of IT computing environments are useful but not essential.

## Course Objective

Upon successful completion of this course participants will be able to:

- Gain an understanding of the ITIL service lifecycle and its key components
- Gain the knowledge necessary to prepare for the ITIL V3 Foundation Certificate examination from EXIN, ISEB or APM Group

## Benefits to You

- Understand how IT Services create value for the business and the importance of IT Service Management in making this happen
- Understand how IT and the Business can collaborate to improve overall productivity and efficiency
- See how each stage of the service lifecycle contributes to the overall service and how each process and role plays a part
- Discover how to become more proactive
- Learn ITSM concepts via an exciting and interactive simulation

## Why education services from HP?

- Customized on-site delivery
- More than 80 training locations worldwide
- Comprehensive student materials
- Experienced and best-in-the-field HP instructors
- Hands-on practice
- Online instructor-led and self-paced training at <http://itresourcecenter.hp.com>
- Focus on job-specific skills
- State-of-the-art classroom facilities

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**Course Title:** ITIL V3 Foundation for IT Service Management

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**HP Product Number:** HF421

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**Category/Subcategory:** ITIL/ITSM

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**Course Length:** 3 days

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**Level:** Beginner

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**Delivery Language:** English

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**To Order:** You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

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**Next Steps:** Modular courses covering the ITIL Lifecycle stream or Capability stream leading to the ITIL Expert Certificate

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## Detailed Course Outline

### **Service Management as a Practice**

- Service Operation
- Continual Service Improvement
- Service Transition
- Service Design
- Service Strategy

### **ITIL® Qualification Scheme**

### **Revision and Mock Examination**

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