

■ Kuala Lumpur



Lucid IT

The much anticipated ITIL V3 was released to the IT Service Management market on 30 May 2007. Whilst ITIL's history goes back some 20 years, this newest version is perhaps more significant than the previous because of the global uptake of ITIL over the past 5 years since the release of the ITIL V2 IT Service Support and Delivery books.

This one day certification course will provide you with a solid understanding of what ITIL V3 comprehends, where ITIL V3 differs from ITIL V2 and more importantly what ITIL V3 has to offer your organisation. It will help you to decide if and how to best utilise ITIL V3 for your organisation. This course provides a fast track route to an ITIL V3 Foundation certificate level of knowledge.

Learning Outcomes

Participants will have a level of knowledge and understanding in line with the ITIL V3 Foundation Certificate in IT Service Management.

Content

The ITIL Foundation V3 Bridging course highlights the new topics in ITIL V3 and the main differences from earlier ITIL versions. The course does not cover any elements that formally have been part of earlier version of ITIL. Included is:

ITIL V3, What's New?

Overview of the history and main differences between ITIL V2 and ITIL V3 but also what is the same.

Service Management principles

General understanding of IT Service Management, services, processes, roles and types of service providers.

The Service Lifecycle

The new ITIL service lifecycle and how the different phases are interrelated

Key Principles and Processes

For each of the phases in the ITIL V3 service life cycle (Service Strategies, Service Design, Service Transition, Service Operation, and Continual Service Improvement) we will cover (with a main focus on the new and changed processes):

- Main goal and objectives,
- Business value,
- Key principles, and
- Included processes.

Key Functions

Understanding of the key functions of IT Service Management:

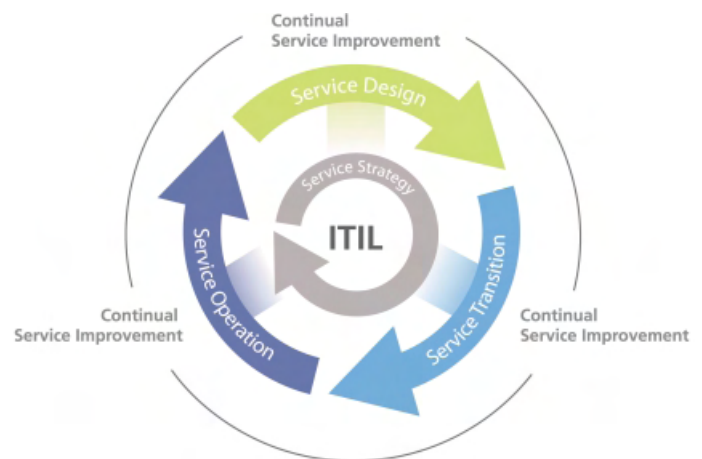
- Service Desk,
- IT Operations Management,
- Technical Management,
- Application Management.

Technology and Architecture

The role of Service Automation to assist with the integration of Service Management processes

Who Should Attend?

This course is only intended for existing holders of ITIL Foundation Certificates from earlier ITIL versions.



Pre-requisites

Candidates are required to have obtained the ITIL Foundations certificate from earlier ITIL versions.

Costs

Price per participant is RM2100 including exam

Dates

Check our website: www.alctraining.com.my.

Bridging Exam

30-minute, 20 question multiple-choice exam. A pass mark of 13 out of 20 (65%) is required to pass the exam.

ITIL adopts a greater business focus for IT because IT assets are integrated with the Business Strategy and Business Outcomes

- IT needs to move with the industry in some key strategic changes such as outsourced services, or cultural change factors
- IT is recognised as a Strategic Business Unit operating in a competitive market and must therefore focus as much on business benefits and marketing as it does on costs, risk management, and project and service delivery

IT therefore needs to have a strategic view of its assets so that they are deployed to create value through the delivery of IT services to customers.