



# ITIL® FOUNDATION CERTIFICATION COURSE

Certificate: ITIL® Foundation - Version 3 | Duration: 3 days | Course Delivery: Classroom, Courseware Licensing  
Credits: 2 Credits to ITIL Expert™ and 22 PMI PDUs | *subject to external change*

## OWLPOINT TRAINING

OwlPoint in partnership with ITSM Academy provides a series of comprehensive IT Service Management education services.

## SERVICE CATALOG

Our robust Service Catalog includes all levels of IT Infrastructure Library™ (ITIL®), ISO/IEC 20000, Microsoft Operations Framework (MOF) and Process Design (CPDE) Certification Courses, as well as Workshops, Simulations, and eLearning including; **Apollo 13 an ITSM Simulation, Visible Ops** and **CobIT**.

## ACCREDITATIONS

All of our Certification Courseware is developed in-house and accredited by independent, international organizations.

## PMI PDUs

As a Project Management Institute (PMI®) R.E.P., our courses earn Professional Development Units (PDUs).

## ABOUT OWLPOINT

OwlPoint, is an IT Management Consulting firm focused on Strategy, Governance and Operations services with specialties in the areas of Green IT, IT Service Management and ITIL.

Training Delivered in our Classrooms... or yours

- ▶ As business needs change, so do the demands on IT. The challenge: to meet new and growing requirements for IT Services. In the spring of 2007, a long-awaited update to the best practice guidance of the IT Infrastructure Library™ was released. Known as ITIL® Version 3 (V3), the books are framed around the Service Lifecycle, taking a holistic approach to managing services and delivering business value.

The ITIL® V3 Foundation course is a three (3) day journey through the five (5) stages of the ITIL® Service Lifecycle:

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

Embedded into the course is our unique virtualization, **Living the Lifecycle®**. Woven through all of our V3 Certification classes, it brings processes and concepts to life. Within a virtual business environment, we introduce a service and then follow it from strategic decision through implementation. **Living the Lifecycle®** successfully enables active learning by encouraging participants to:

- ▶ Discuss and understand pure ITIL® concepts
- ▶ Apply concepts to a "neutral" real world situation
- ▶ Learn different perspectives
- ▶ Reinforce examinable concepts

**Attendees should come ready to participate in lively discussions about process improvements, benefits and challenges.**

## PREREQUISITES:

- ▶ Familiarity with IT Services is Recommended

## AUDIENCE:

ITIL® Foundation training is essential for anyone involved in the internal or external delivery of IT services:

- ▶ IT Leadership
- ▶ Key Business Managers
- ▶ Network Operations
- ▶ Business Process Analysts
- ▶ Business Analysts
- ▶ IT Consultants
- ▶ Project Managers
- ▶ System Integrators
- ▶ Help Desk / Service Desk Managers and Analysts
- ▶ Managed Service Providers
- ▶ Application Developers
- ▶ Solution Providers and Sales Staff

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## CERTIFICATION:

Successfully passing (65%) the 60 minute exam, consisting of 26 multiple choice questions.

## COURSE / STUDENT MATERIALS:

- ▶ Two-and-one-half days Instructor Led Education and Exercise Facilitation
- ▶ Learner Manual (excellent post-class reference)
- ▶ ITIL® V3 Pocket Guide (ISBN: 9789087531027)
- ▶ Participation in ITSM Academy's unique virtualization, **Living the Lifecycle®**
- ▶ Reinforcing Memory Games
- ▶ Sample Exams and Exam Preparation
- ▶ In-Class Foundation Examination

## ITIL EXPERT:

Earn 2 credits of the 22 required to achieve the ITIL Expert™ Certification.

## PROJECT MANAGEMENT INSTITUTE (PMI®) PROFESSIONAL DEVELOPMENT UNITS (PDUs):

OwlPoint in partnership with ITSM Academy is recognized by PMI® as a Global Registered Education Provider (R.E.P.). Project Management Professionals earn **22** PDUs upon completion of this course.

## DELIVERY METHODS:

- ▶ Public Classroom
- ▶ Corporate Classroom
- ▶ Courseware Licensing

## INSTRUCTORS:

Our instructors have years of hands-on IT practitioner experience, enabling them to effectively intertwine theory and real life stories and scenarios. Using the highest quality content, this training style encourages active group participation, allowing all learners to bring from class a wealth of practical knowledge.

## COURSE LOGISTICS:

- ▶ Maximum Learners per Instructor is 20
- ▶ Total Contact Hours is 18
- ▶ Traditional Classroom or U-shaped Seating Arrangement
- ▶ Whiteboard, Flipchart, Projector

