

## Schedule ITIL V3 Foundation

<b>Day 1 Program: 9:00 – 17:00</b>		
9:00	9:30	Welcome coffee Introduction of the participants & trainer
9:30	10:00	<b>Module 0</b> The purpose of this unit is to help the candidate understand the background for ITIL version 3 and why ITIL needed to change.  Specifically, candidates must be able to:  Understand the background of ITIL: <ul style="list-style-type: none"> <li>- Who initiated it</li> <li>- Why is ITIL useful</li> <li>- What is ITIL and what is service management</li> </ul>
10:00	11:00	<b>Module 1 - SM as a practice</b> The purpose of this unit is to help the candidate define Service and to comprehend and explain the concept of Service Management as a practice.  Specifically, candidates will be able to explain: <ul style="list-style-type: none"> <li>- Purpose of Service Management</li> <li>- Overview of all processes</li> </ul>
11:00	11:10	Coffee break
11:10	12:00	<b>Module 2</b> Example of an incident and what processes are involved from occurrence until resolution  <ul style="list-style-type: none"> <li>- Building Blocks of ITIL</li> </ul>
<b>13:00</b>	<b>14:00</b>	<b>Lunch Break</b>
14:00	15:30	<b>Module 3</b> <ul style="list-style-type: none"> <li>- <b>Service Strategy</b></li> <li>- Processes</li> <li>- Roles</li> <li>- Implementation and pitfalls</li> <li>- Recapitulation</li> <li>- Case Studies</li> </ul>
15:30	15:45	Coffee break
15:45	17:00	<b>Module 4</b> <ul style="list-style-type: none"> <li>- <b>Service Design</b></li> <li>- Processes</li> <li>- Roles</li> <li>- Implementation and pitfalls</li> <li>- Recapitulation</li> <li>- Case Studies</li> </ul>
<b>Day 2 Program: 9:00 – 17:00</b>		
9:00	9:30	Morning Coffee
9:30	10:00	<b>Recapitulation</b>
10:00	13:00	<b>Module 5 (with coffee break)</b> <ul style="list-style-type: none"> <li>- <b>Service Transition</b></li> </ul>

		<ul style="list-style-type: none"> <li>- Processes</li> <li>- Roles</li> <li>- Implementation and pitfalls</li> <li>- Recapitulation</li> <li>- <i>Case Studies</i></li> </ul>
<b>13:00</b>	<b>14:00</b>	<b>Lunch Break</b>
14:00	16:30	<b>Module 6 (with coffee break)</b> <ul style="list-style-type: none"> <li>- <b>Service Operation</b></li> <li>- Processes</li> <li>- Roles</li> <li>- Implementation and pitfalls</li> <li>- Recapitulation</li> <li>- Case Studies</li> </ul>
16:30	17:00	<i>Sample questions</i>
<b>Day 3 Program: 9:00 – 17:00</b>		
9:00	9:30	<i>Morning Coffee</i>
9:30	11:00	<b>Recapitulation, Sample questions, Case studies, Team-evaluation example</b>
11:00	11:15	<i>Coffee break</i>
11:15	13:00	<b>Mock Exam + evaluation of mock exam</b>
<b>13:00</b>	<b>14:00</b>	<b>Lunch Break</b>
14:00	15:00	<b>Module 7 (with coffee break)</b> <ul style="list-style-type: none"> <li>- <b>Continual Service Improvement</b></li> <li>- Processes</li> <li>- Roles</li> <li>- Implementation and pitfalls</li> <li>- Recapitulation</li> <li>- Case Studies</li> </ul>
16:00	17:00	<b>Exam</b>