



Our Bu\$ine\$\$ is to help Bu\$ine\$\$ with IT!

## ITIL® Foundation Version 3 Course Description

This course targets those wishing to be introduced to ITIL® and get their ITIL® Foundation certification.

The ITIL® Foundation course is an excellent 2 ½ day introduction to ITIL® and shall prepare students for the LOYALIST (APMG) Foundation examination / certification. This course is ideal for Business Leaders and IT Professionals wishing to learn the basics about how an IT Department can effectively support a business.

### Day 1: 9am – 5pm

- ☞ Introduction (30 minutes)
- ☞ Service Lifecycle (40 min)
- ☞ Break (15 min)
- ☞ Service Management (30 min)
- ☞ Service Strategy (65 min)
- ☞ Lunch (noon - 30 min)
- ☞ Service Strategy (75 min)
- ☞ Break (15 min)
- ☞ Service Design (60 min)
- ☞ Break (15 min)
- ☞ Service Design (90 min)
- ☞ Review (15 min)

### Day 2: 9am – 5pm

- ☞ Review Day 1 (15 min)
- ☞ Service Transition (60 min)
- ☞ Break (15 min)
- ☞ Service Transition (60 min)
- ☞ Service Operation (30 min)
- ☞ Lunch (noon - 30 min)
- ☞ Service Operation (90 min)
- ☞ Break (15 min)
- ☞ CSI (60 min)
- ☞ Review (45 min)
- ☞ Mock exam (60 min)

### Day 3: 9am – 2pm

- ☞ Review (240 min)
- ☞ APMG Exam (60 min)

#### **Course workbook includes:**

- Foundation presentation
- 2 Mock exams
- Glossary of terms
- APMG Exam Syllabus (actual course content requirements)
- Exam Registration process
- Feedback form

#### **Course Prerequisite:**

- Students must register with Loyalist College...visit <https://lcms.lcsexams.com/> to register. Candidates must bring photo identification to class.

**Costs:** (\* Please be aware... not included in pricing below: Exam (\$150 US/exam) and Proctor (\$240 US/class)

- **Per student = \$600\***
- **On site classes = \$4,500\*** (travel extra)
  - Recommended maximum class size = 15...can go as high as 25

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