Information Technology Infrastructure Library, ITIL® (V3) Foundation

Giving the increasing role of I.T. in achieving corporate aims, the Information Technology Infrastructure Library (ITIL) was established to provide the foundation for quality I.T. service management (ITSM). It is a set of good-practices that describe procedures, tasks and checklists, which are not organization-specific, but can be used by any organizations to establish an internationally recognized level of competency.

ITIL provides the foundation for quality ITSM through documented and proven processes that covers the entire Service Lifecycle which allows organizations to establish a baseline from which it can plan, implement, measure and improve in a well controlled and systematic way.

This instructor-led course is specially designed for participants to attempt the ITIL Foundation Certificate level. ITIL® V3 terminology, structure and basic concepts and an understanding of the I.T. good practices.

Certification Highlights

- The APM Group became the Official Accrdror for ITIL with effect from 1st January 2007
- ITIL Version 3, which is the latest version, was formally released on 5th June 2007
- ITIL is aligned with various international quality standards including international standard ISO/IEC 20000 (IT Service Management Code of Practice)
- No. of registered candidates for ITIL V3 Foundation in 2010 doubled that of 2010
- From Jan 2011 to April 2012, total number of candidates of ITIL V3 Foundation Certificate reaches 330,376, among which 94,603 are located in Asia, the second largest region which is also the next best after Europe
- Multinational corporations practicing ITIL include Hong Kong Jockey Club, MTR, Microsoft, IBM, Hewlett Packard, Disney, Telefonica, Barclays Bank, HSBC, Standard Chartered Bank, Citibank, British Airways, NASA, UK Ministry of Defense, UK National Health Service and many more...

Course Outline

- Introduction of ITIL and IT Service Management
- The 5 Core Principles of ITIL
- Understanding of the Service Lifecycle
- Key Terminology & Concepts of Service Management
- The Key Principals, Models and Processes of Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement
- Understanding of the Functions and Roles of Each Item
- Definition of the Technology and Architecture as tool
- Understanding the ITIL Certification Scheme
- Examination Preparation

More about the certification: http://www.itil-officialsite.com
Examination Details

- Closed book with 40 multiple choice questions to be answered in 60 minutes
- Examination will be held on the last day of the training program, which is set by EXIN, one of the licensed Examination Institutes (EI) of the Official Accréditaire, APM Group
- The passing mark of the examination is 65% (26/40)

Chartered Requirements

- No prerequisite is required to register for ITIL Foundation Certificate examination
- The ITIL V3 certification scheme offers a modular approach. On successful completion of the module, candidate will be rewarded with both a certification and a certain number of credits.
- There are 3 levels of qualifications within the ITIL Qualifications scheme. The required modules and credits needed for each level is provided as follows:

<table>
<thead>
<tr>
<th>Eligibility Requirements</th>
<th>ITIL Expert Level</th>
<th>ITIL Intermediate Level</th>
<th>ITIL Foundation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candidates must hold the ITIL Foundation certificate or a Bridge qualification equivalent</td>
<td>A total minimum of 22 credits must be achieved</td>
<td>Candidates must hold the ITIL Foundation Certificate</td>
<td>Get a pass in the “ITIL V3 Foundation for Service Management” Examination (2 credits)</td>
</tr>
<tr>
<td></td>
<td>Get a pass in the Managing Across the Lifecycle module (5 credits)</td>
<td>Candidates need to gain 15 more credits from modules holding different focuses:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Candidates should achieve a balanced knowledge base across the full ITIL service lifecycle</td>
<td>■ Modules from “Service Lifecycle Stream” (3 credits each) or ■ Modules from “Service Capability Stream” (4 credits each) or ■ A combination of modules in “Lifecycle Stream” and “Capability Stream”</td>
<td></td>
</tr>
</tbody>
</table>

Training Highlights

- 20 hours of instructor-led professional training
- Course will be delivered by top-notch instructor - one of the few top ITIL V3 Expert Certificate holders in Hong Kong, who also have accredited with all modules at Lifecycle Stream and Capacity Stream
- Emphasizing the understanding of applying the ITIL principles for:
  ■ Enhancing customer’s satisfaction and meet customer’s needs
  ■ Minimizing risks of I.T. service requirements
  ■ Reducing cost for developing procedures and practices improvement
  ■ Improving communication and information flows between I.T. customers and users
  ■ Assuring staffs are equipped with basic standards and appropriate guidance for a quality approach of I.T. service management and provision
  ■ Achieving greater productivity and better utilization of skills and experience

Master Trainer

Mr. William SL Cheng

- ITIL V3 Expert
- ISO20000 Certified Consultant
- ISEB Accréditeur Trainer
- Over 24 years of I.T. experience with MNCs in the Asia Pacific including: I.T. Service Support, I.T. BPO, I.T. Service Desk Operation, Data Storage Management, ITIL Consulting and Implementation Experience

Course Fee

Member: HK$7,800  Non-member: HK$9,800