Training Course ITILv3

Description: The ITIL v3 Foundations Training Package from QuickCert includes expert instructor-led training modules with customized presentations and learning supplements for an all-inclusive training program that provides the benefits of classroom training at your own pace.

The ITIL (the IT Infrastructure Library) v3 Foundations certification training course from QuickCert successfully prepares students for the ITIL v3 Foundations exams by teaching the core fundamentals of ITIL practices: service management as a practice, the service lifecycle, key principles and models, selected roles, processes and functions, technology and architecture and the ITIL Qualification scheme.

The ITIL Certification is administered by the IT Infrastructure Library. It is the most widely accepted approach to IT service management in the world. ITIL provides a cohesive set of best practices in information technology, drawn from the public and private sectors internationally. It is supported by a comprehensive qualifications scheme, accredited training organizations, and implementation and assessment tools. Candidates for this course are typically IT professionals, business managers, project managers and business owners.

QuickCert's ITIL v3 Foundations certification training course maps directly to the exam objectives and offers numerous features such as exam tips, case studies, and practice exams.

QUICKCERT - PRODUCT FEATURES

QuickCert combines proven learning methodologies with the latest technology, ensuring that you have the tools you need to succeed and that get the most value from your IT training investment.

Expert Instructor-Led Training delivered via streaming video

QuickCert's instructors are not just certified in their area of expertise. They also have years of real-world experience and are subject matter experts in their fields. Our courses feature video modules of our instructors teaching the information directly to you. Each course contains 30 – 50 hours of prerecorded classroom training. This creates a personal learning experience and simulates the benefits of classroom learning- without leaving the comfort of your home or office.

Live Labs

With the IT industry becoming increasingly more complex through constant emergence of new technology; IT professionals that have trained to be certified using a hands-on method ensures they perform at their highest level. With the addition of live labs to QuickCert's already industry leading training method, students have the ability to practice with the equipment they will be using before ever laying hands on a live infrastructure. With the IT market, and subsequently IT training constantly growing, QuickCert has differentiated themselves from the competition by building a true live environment that allows students to develop skill-sets never before possible within online training. These labs are available to QuickCert's students 24 hours a day and allow for a true custom experience to develop hands on skills. Not only can a student practice these labs throughout their training but they also have the ability to chat with other students and instructors throughout the process. QuickCert has taken self-paced training and mixed in features standard of an online degree program. Essentially marrying the two styles to create online classes that are unmatched in today's IT training industry.

Live Instructor Support

The addition of QuickCert's Live Support will allow students to work one on one with a leading industry instructor. Adding this level of personal support will provide students with the ability to speak with the same instructor as on their pre-recorded training lectures. The concept behind this new feature is simple; keep student engaged throughout their training. QuickCert continues its commitment to involve students throughout their courses. With this new feature, QuickCert has combined the advantages of in-class training with their award winning self-paced education. The combination of these two methodologies has led to a significant increase in the pass rate of QuickCert students, which is at an all-time high of 97%.

e-book library

Rapid change in today's business environment puts you and your team under constant pressure and mounting demands. Workers need to know more and do more, frequently learning as they go. The
QuickCert e-book library gives you access to over 180 technical titles by the industry's leading publishers. You will have quick and ready access to trusted industry knowledge on all top certifications for Microsoft, CompTIA, Cisco, Oracle, Citrix, ITIL, Security certifications and many more.

Accredited, Approved Course Curriculum
QuickCert's complete IT Training Library is accredited through our partner schools, Austin Community College and University of Wisconsin, Waukesha. As a Microsoft Certified Partner, CompTIA Board Member and EC-Council Authorized Training Center for online learning, QuickCert incorporates the official approved curriculum into our Computer-Based-Training, guaranteeing you receive the information and training needed to get you certified.

Demonstrations and Hands-On Lab Learning
Our courseware includes instructor-led demonstrations and hands-on lab exercises that allow you to practice what you learn in a fully functional, simulated environment. You will learn how to implement what you have learned to build skills for your chosen area of study and to pass your exams.

Practice Tests and Exam Simulators
QuickCert incorporates practice tests and certification exam simulators into all of our courseware. The flexibility of QuickCert's practice tests and exam simulators allow you to apply your knowledge and test what you have learned, ensuring you have the skills and confidence needed to pass your exams - the first time.

Multimedia Presentations
Incorporating PowerPoint, Flash animations, charts, graphs, graphics and other relevant course material enhances the user experience of our computer-based training modules. The use of multimedia reinforces key learning material and creates a more stimulating user experience.

Navigation and Controls
QuickCert's self-paced elearning courseware is designed to give you the freedom to proceed through each training class at your own pace. Courses are arranged in sections, with navigation and controls that allow you to fast forward, skip, go back, stop, restart, and control the pace of your training. You can stop at any time and easily find where you left off in your training.

Unlimited Customer Support
With any purchase of QuickCert training material, you are guaranteed access to our staff of training and support professionals for one year. Accessible by phone and email, our staff is here to help you get the most out of your training or to answer technical questions.

Money-Back Guarantee
Simply stated - you will pass your certification exam if you use QuickCert's training materials - or we will refund your purchase. Our quality courseware, packed with instruction, exercises, practice exams and test simulators will ensure you pass the exam.

Contents:
| ITIL- v3 Foundations Certification |
| Training Course Course Curriculum |
| Introduction to ITIL |
| Compare V2 to V3 |
| The Service Lifecycle |
| Module 1 - Service Management: Business Requirements |
| Continual Service Improvement |
| Foundations and Cycles |
| Public vs. Proprietary |
| Plan-Do-Check-Act Cycle |
| Process Model |
| Core Components |
| Responsible-Accountable-Consulted-Informed |
| Guiding Principles |
Module 2 - ITIL Service Lifecycle Model

Service Lifecycle
- Phases
- Lifecycle Model
- Provider Benefits
- Customer Benefits
- Automation and Service Management
- Governance
- Strategy Phase Process
- Design Phase Process
- Transition Phase Process
- Operation Phase Process
- Improvement Phase Process

Test Prep Review

Module 3 - Service Strategy: Service Portfolio

Service Strategy
- Vetting Service Strategy
- Value Creation
- Difference of Service
- Utility and Warranty
- Resources and Capabilities
- Strategic Assets Positioning
- Service Management
- Business Case
- Service Model
- Risk Management
- Service Strategy Processes
- Service Portfolio Management
- The Service Portfolio
- Demand Management
- Financial Management

Test Prep Review

Module 4 - Service Design Processes

Service Design
- Service Design Package
- Business Change Process Model
- Design Management
- Five Aspects of Service Design
- Service Solutions
- Service Portfolio
- Service Status
- Management Systems and Tech Architectures
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- Measurement, Methods and Metrics
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- Design Constraints
- Design Coordination
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- Service Level Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management
Service Transition
Change Management
The Seven R's of Change
Service Assets and Configuration Management
Knowledge Management
Release and Deployment Management
Transition Planning and Support
Service Validation and Testing
Test Prep
Review

Module 6 - Service Operation: Functions

Service Operation
Incident Management
Problem Management
Event Management
Event Classification
Request Fulfillment
Access Management
Service Desk
Technical Management
Application Management
IT Operations Management
Test Prep
Review
Final Review

Service Lifecycle
Service Strategy
Service Design
Service Transition
Service Operation

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