



**THE  
ENTERPRISE  
CENTRE**

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**ITIL v3 Foundation**

**ENT1604**

3 Days



Global Knowledge.

**Objective**

This course is geared towards those who are seeking ITIL Foundation certification and are interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner. In this course, you will prepare for the ITIL v3 Foundation Certificate in IT Service Management. This course is delivered in conjunction with Global Knowledge.

**Process**

In this comprehensive EXIN-accredited course, you will prepare for the ITIL v3 Foundation Certificate in IT Service Management. You will learn the fundamentals of IT Service Management from experienced instructors who have led implementations and have the first-hand knowledge and experience to make ITIL real and valuable. This course includes handouts and references useful after the class, as well as practices sessions, quizzes, exam strategies, and test-taking tips. The one-hour ITIL v3 Foundation exam will be offered on the last day of class at 3:00 PM.

**Participants will learn:**

- Key concepts of ITIL
- Important principles for improving IT operations
- Vital processes and functions
- Practical guidance for applying ITIL to everyday IT situations
- How to align with business, control costs, and improve IT service quality
- Strategies to balance IT resources