



ITIL Version 3 Foundation

Duration : 30 Hours (Flexible)	Course Fees and Start Dates
Maximum Class Size : 8 <u>Students</u>	For the latest <u>start dates</u> and <u>course fees</u> visit www.edenhousecomputing.co.uk

The Information Technology Infrastructure Library (ITIL) is a standard for IT services best practices that are widely adopted across the globe. This is a preparation course which will cover required areas and provide you with the necessary knowledge for the ITIL Foundation exam, which demonstrates your knowledge and mastery of the ITIL system. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

- Great for your CV
- Ideal for Office Staff
- Maximum Class Size: 8 Students
- Course Duration: 30 Hours (Flexi-Time)
- This course is [Tutor Supported Interactive Session](#)
- Create your own timetable by choosing to attend any number of sessions per week until you have used up your 30 hours
- We have three daytime class time to choose from: Morning, Lunchtime or Afternoon. Each class is 3 hours in duration.

	Mon	Tue	Wed	Thu	Fri
09:00 - 12:00					
12:00 - 15:00					
15:00 - 18:00					

ITIL Version 3 Foundation – **£300**

For upcoming dates see www.edenhousecomputing.co.uk

To book your place, please contact us on ecdil@edenhouse.co.uk or call 0845 643 9 346



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Programme Developed For

IT professionals who seek better prospects

Prerequisites

A basic knowledge of using a personal computer in the Windows environment is an essential prerequisite for this course.

- A reasonable degree of keyboard proficiency
- Experience in using a mouse

Programme Focus

- Service Management
- Service Lifecycle
- Generic Concepts
- Key Principles and Models
- Selected Processes
- Selected Functions
- Selected Roles
- Technology and Architecture
- ITIL Qualification Scheme
- Practice Exams

Certification and Further Progression

The test that this series prepares students to take is a part of earning the ITIL Version 3 Foundation Certificate in IT Service Management.