



ITIL® V3 Foundation

Training and Exam

INSTRUCTOR-LED CERTIFICATION TRAINING

This three-day course introduces the IT Infrastructure Library® (ITIL®) and the concept of IT Service Management (ITSM). It outlines the processes required to deliver, measure, and improve IT services. This course also provides a comprehensive look at the concepts and terminology necessary for Foundation level understanding of ITIL V3.

To facilitate participant comprehension, this course includes the popular BSM Airport Simulation team workshop. This simulation offers an exciting, practical demonstration of the effectiveness of the ITIL concepts.

This course includes the ITIL Version 3 Foundation Certification exam, which will be administered on the final day.

COURSE OBJECTIVES

- Identify the purpose and foundation of ITIL®
- Identify the best practices documented in ITIL® V3
- Identify the implications of implementing one or more ITIL® best practices
- Define new terminology in ITIL® V3
- Define Service Strategy, Service Design, Service Operations, Service Transition, and Continual Service Improvement concepts
- Define the roles, processes, and components within key areas of IT Service Management
- Increase participant's capacity to pass the ITIL® V3 Foundation Certification exam

ABOUT THE BSM AIRPORT SIMULATION

The [BSM Airport Simulation](#) is an interactive learning exercise that challenges your team to put ITIL into practice in a fast-paced environment. In the process, you will gain a better understanding of how to manage IT from a business perspective.

Participants will be assigned to different roles—such as airport operations director, service delivery manager, or technical specialist—and must work together to make the airport's IT operations run smoothly. As incidents arise, each role will view the challenges faced by IT and the business from a unique perspective. By utilizing ITIL good practices, the team will be able to resolve the IT problems affecting the airport and, as a result, increase the airport's profits.

ABOUT THE EXAMINATION

- Study outside of the classroom is required
- Exam consists of 40 multiple-choice questions
- Passing score is 26 of 40 questions answered correctly
- Exam lasts 60 minutes

CREDITS

- Upon successful passing of the ITIL® V3 Foundation Certification exam, the student will be recognized with 2 credits in the ITIL® V3 qualification scheme
- Project Management Institute (PMI®) Professional Development Units (PDUs) = 18 (from PMI course ID 2773-ITL3FI)

RIGHTSTAR SYSTEMS

Headquarters in Vienna, Virginia

RightStar Systems is a leading provider of ITIL-based service management solutions for upper-middle market firms and government agencies. As an Elite BMC Software Solution Partner, RightStar develops its own add-on modules and provides consulting, design, and implementation services for BMC Service Desk Express and BMC Remedy ITSM products. RightStar also conducts onsite ITIL assessments and provides strategic recommendations for delivering services to the business more efficiently.