



## IT SERVICE MANAGEMENT V3 OVERVIEW

The ITIL® v3 Overview is a one day introduction to the ITIL Service Management framework, including ITIL® terminology, the structure and basic concepts and gives an understanding of the core principles of ITIL® practices for Service Management.

Purple Griffon courses are delivered by authorised trainers who are highly experienced in their field. As an ISEB accredited Course Provider we have delivered accredited training for many years. Our pass rates are consistently above the national average.



### Target Group

This course is suited to those who require a basic understanding of the ITIL® framework and how it may be used to enhance the quality of IT Service Management within an organisation. It would also suit IT professionals that are working within an organisation that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing improvement programme.

### Learning Objectives

Candidates can expect to gain competencies in the following upon successful completion of the ITIL® v3 overview:

- Gain an understanding of Service Management as a practice
- Gain an understanding of the Service Lifecycle
- Understand key principles and models
- Gain an overview of Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement

### Prerequisite Entry Criteria

There are no formal requirements for this course but a general knowledge of IT is advised.

### What is provided?

- Comprehensive course materials
- Lunch and refreshments

### Examination

This course does not have an examination

**This course is available as a public scheduled course and also as a private single company course.  
Please see [www.purplegriffon.com](http://www.purplegriffon.com) for dates and locations.**

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