

## ITIL® Foundation Version 3 Course Description

This course targets those wishing to be introduced to ITIL® and get their ITIL® Foundation certification.

The ITIL® Foundation course is an excellent 2 ½ day introduction to ITIL® and shall prepare students for the LOYALIST (APMG) Foundation examination / certification. This course is ideal for Business Leaders and IT Professionals wishing to learn the basics about how an IT Department can effectively support a business.

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### Day 1: 9am – 5pm

- 📄 Introduction (30 minutes)
- 📄 Service Lifecycle (40 min)
- 📄 Break (15 min)
- 📄 Service Management (30 min)
- 📄 Service Strategy (65 min)
- 📄 Lunch (noon - 30 min)
- 📄 Service Strategy (75 min)
- 📄 Break (15 min)
- 📄 Service Design (60 min)
- 📄 Break (15 min)
- 📄 Service Design (90 min)
- 📄 Review (15 min)

### Day 2: 9am – 5pm

- 📄 Review Day 1 (15 min)
- 📄 Service Transition (60 min)
- 📄 Break (15 min)
- 📄 Service Transition (60 min)
- 📄 Service Operation (30 min)
- 📄 Lunch (noon - 30 min)
- 📄 Service Operation (90 min)
- 📄 Break (15 min)
- 📄 CSI (60 min)
- 📄 Review (45 min)
- 📄 Mock exam (60 min)

### Day 3: 9am – 2pm

- 📄 Review (240 min)
- 📄 APMG Exam (60 min)

#### **Course workbook includes:**

- Foundation presentation
- 2 Mock exams
- Glossary of terms
- APMG Exam Syllabus (actual course content requirements)
- Exam Registration process
- Feedback form

#### **Course Prerequisite:**

- None - Students must register with Loyalist College...visit <https://lcms.lcsexams.com/> to register. Candidates must bring photo identification to class.

#### **Requirements**

- Students are required to do 18 hours of study

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