

**iKompass**  
Integrated Knowledge Management

**ITIL V3**

***IT*** as a Strategic Asset



**ITIL (version-3), the foundation for successful  
ICT Service Management**

# Improving effectiveness/efficiency of Service Management using ITIL

DISCOVERY IS NOT ABOUT SEEKING NEW LANDS,  
ITS ABOUT SEEING WITH NEW EYES

ITIL stands for Information Technology Infrastructure Library and is a collection of best practices in the area of technology infrastructure. ITIL is a recognized international framework for the IT service management profession. It contains established norms, methods, processes, and practices. ITIL standards provide guidelines for managing IT services, creating IT service capabilities and enhancing IT service management

Our ITIL courses aim to improve the quality of the IT sector, IT users and IT professionals by means of quality education. Our education offering takes into account the linkage in strategic, tactical and operational functions within an organization. This makes it easy for participants to envisage a customized ICT service management methodology for their organization.

The importance of IT services and IT infrastructure to an organization cannot be under estimated in the current business environment. The increasing acceptance of a process based approach to managing IT indicates that the application of appropriate knowledge, skills, processes, tools and techniques can have a significant impact on business success.



## PLANTING THE SEEDS

## FOR BUSINESS SUCCESS.

### KEY BENEFITS OF ITIL

- a. Higher Quality in ICT service management
- b. Reduced Cost of IT Operations
- c. Reduced time for IT deliverables

In addition to the above benefits, ITIL also addresses risks, resources and quality leading to a overall improvement in productivity and efficiency in the way IT is implemented

ITIL processes can be used in most IT environments and their usage has been proven to enhance the success of IT service management. In most organizations IT services are an ongoing effort with generally repetitive outputs. The goal of ITIL is to create an environment where existing IT procedures are efficient and optimized and aligned with the business.

# IKOMPASS ITIL V3 FOUNDATION COURSE

WITH EXTENSIVE USE OF CASE STUDIES AND EXAMPLES

Our foundation course covers core principles and processes of ITIL V3 which is service lifecycle based. The course is designed around the principle that a strategy begins with the customer's desired outcomes. "Customers don't buy products; they buy the satisfaction of particular needs." This means that what the customer values is often different from what the service provider thinks he or she provides. Our ITIL foundation course aims to bridge the gap in customer desired outcomes and service provider offering to fulfill demands.

Our course addresses IT needs around recent developments such as outsourcing, globalization, open source and the web.

Our ITIL foundation course addresses and stresses on the need for a common terminology in IT organizations. For example, a function is defined as a part of an organization specialized in executing a certain type of work, responsible for a specific result. A process is defined as a logical flow of connected activities which are necessary to realize a certain target/goal. A process creates (direct or indirect) value for the customer/stakeholders.

Functions in an organization typically contain its own work methodology and a body of knowledge. Processes penetrate through functions horizontally. Functions provide structure and stability to organizations. Examples of functions include, help desk, operations, network

*"Customers don't buy products; they buy the satisfaction of particular needs."*

ITIL helps you avoid.....

- Unacceptable levels of service availability
- Unclear and uncontrolled service costs
- Inability to respond to changing business needs
- Ineffective service improvement programs
- Inconsistent reporting of service performance
- Inability to react effectively to major service events or crisis
- Perception of poor quality and inconsistent ways of working
- Inability to demonstrate regularly compliance (SOX)
- Unclear compliance against software license agreements
- Complex infrastructure and unclear end-to-end IT services

## IKOMPASS ITIL V3 FOUNDATION COURSE SYLLABUS

Day 1		Day 2		EXAM
9 AM—1 PM	2 PM—5 PM	9 AM—1 PM	2 PM—5 PM	
Justifying costs of improving service management				95% Pass Rate for Participants taking the exam within 1 week from the course finish date
ITILV3 Exam (benchmark-exam)				
Introduction to ITIL				
Phase-1 : Service Strategy (SS)		Phase-2 : Service Design (SD)		
		Service Strategy & Service Design Exam Questions		
		Phase-3 : Service Transition (ST)		
		Service Transition Exam		
		Phase-4 : Service Operation (SO)		
		Phase-5 : Continual Service Improvement (CSI)		
		Common Service Management Problems		
		ITILV3 Simulation Exam		
		Explanation on exam-questions		
		Second ITILV3 Simulation Exam		
		Explanation on exam-questions		



# ITIL V3 FOUNDATION EXAM

ITIL V3 Exam tests the IT Professional's knowledge on understanding what the business does, provide a portfolio of services that matches and supports the business services, and continually adjust to be able to react to market pressures and demands. Primarily based on the 5 ITIL core books, the iKompass ITIL course contains case studies covering banking, IT, software, construction, government, and manufacturing and telecommunications industries. This course is broken into modules with each module containing exam questions to test learner's knowledge of the concepts

The ITIL V3 Foundation exam tests a candidate's knowledge about the ITIL best practices. This includes knowledge of the service lifecycle, terminology, functions, processes and roles. The exam is commonly computer based and taken at a prometric center.

Total Questions: 40  
Duration: 60 Minutes  
Supervised: YES  
Open Book: NO  
Pass Score: 65%  
Result: Immediate  
2 Days

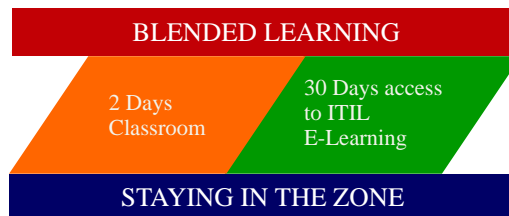


## 2 DAYS CLASSROOM + ONLINE COURSE

Complimentary 30 days access to ITIL V3 Foundation E-Learning  
Our ITIL V3 Foundation e-PREP is an online course with over 20 hours of engaging, multimedia content. This course is an independent course in itself and is used as a primary study guide for passing the foundation exam. Created by IT experts with over 20 years of industry experience, this course uses a case study based approach to illustrate key concepts.

The online course at a high level contains:

- 20 Hours of Self Paced Multimedia content
- 100% audio enabled
- Sample Practice Questions
- Illustrations and case studies
- On screen animations to highlight key points



Created by ITIL V3 certified instructors, the ITIL V3 Foundation online course by ikompass is designed in such a way that it covers all the material that a participant would ever need to take the exam. The online training by iKompass is made of 20 hours of ITIL courseware with voice, animations, multi-media and simulations.



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