

# Denní rozpis kurzu

## Příprava na certifikaci

### ITIL Foundation v. 3

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#### 1. den

- Úvod do ITSM a ITIL
  - Definice a principy ITSM a ITIL
  - Business a ITSM
  - The Service Lifecycle
  - ITIL Qualification Scheme

#### 2. den

- The Five Core ITIL Processes
  - Service Operation
  - Service Transition
  - Service Design
  - Service Strategy
  - Continual Service Improvement

#### 3. den

- Service Management as a Practice
  - Concepts of Service Management
  - Functions and Processes
- Cvičenia ITIL V3 Domino a mapa procesu ITIL V3
- Příprava a ITIL Foundation certifikační test