



Course Content

Course Description:

This course, based on the ITIL best practice service lifestyle approach, provides IT managers, practitioners and anyone who uses IT services with a practical understanding of the key concepts, principles, processes, and functions that enables successful IT Service Management (ITSM) provision. The course intent is to provide proven practical guidance on how to successfully introduce an integrated ITSM framework and how best practices can be adopted and adapted within a student's organization. It also prepares students for the ITIL Foundation Certificate Examination.

Prerequisites:

Experience and knowledge of IT computing environments

Topics:

Service Lifecycle

- ITIL's Approach to Service Management
- Value Creation
- The Benefits of ITIL
- Organizational Context
- Governance
- The Process Model
- Overall ITIL Lifecycle

- Portfolio
- Technology Architecture and Management Systems
- Processes and Measurements
- Methods and Metrics
- Seven Steps of Improvement
- Role of Measurements
- Continual Realignment of IT to Business Requirements

Service Strategy

- Utility and Warranty
- Service Models
- Service Provider Types
- Delivery Models
- Key Service Strategy Activities
- Financial Management
- Service Portfolio Management
- Business Service Management
- Service Portfolio
- Demand Management

Service Transition

- The Service V-Model
- Change Management
- Scope, Roles and Responsibility
- The R's of Change
- Asset and Configuration Management
- Knowledge Management
- Processes within Service Transition
- Transition Planning and Support
- Release and Deployment Management
- Testing, Validation and Evaluation

Service Design

- Service Design Path
- Business Change Process
- Design Management
- Five Aspects of Service Design
- Service Solutions

Service Operation

- Value as Seen by the Customer
- Operational Functions
- Service Desk and Technical Management
- Application Management
- IT Operations Management



- Services vs. Components
- Stability vs. Responsiveness
- Quality vs. Cost
- Reactive vs. Proactive and New Processes
- Request Fulfillment
- Access and Changed Processes
- Incident Management and Problem Management

Continual Service Improvement

- CSI Activities
- Required Skills
- Metrics
- CSI Model
- Improving Processes within the Service Lifecycle
- Growth and Maturity of Service
- Management Processes of Measure
- Analyze and Review