

Course Outline

ITIL® Framework and Service Management

Introduction to ITIL® Framework and Service Management
Sources for Best Practices
Publicly available frameworks and standards

Service Management

Define Service Management
Describe how outcomes facilitate services
Types of Services and Service Providers
Assets
Capabilities
Resources
Service Provider
Customers & Stakeholders

The ITIL® Service Lifecycle

Service Strategy
Service Design
Service Transition
Service Operation
Continual Service Improvement

Service Strategy

Purpose, Objectives, Scope and Value to Business
Aspects of Strategy
Value Proposition, Creation and Definition
IT Service Value
Service Strategy Processes

- Service Portfolio Management
- Financial Management
 - Business Case
 - Financial Management processes
 - Risk Management
- Demand Management
 - User Profiles
 - Patterns of Business Activity
- Business Relationship Management

Service Design

Purpose, Objectives, Scope and Value to Business
4 P's of Service Design
The 5 Aspects of Service Design
Service Design Package
Service Design Processes

- Service Catalogue Management
- Service Level Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management
- Design Coordination

Service Transition

Purpose, Objectives, Scope and Value to Business
Service Transition Processes

- Change Management
 - Types of Service Change
 - Change Requests/Proposal
 - Activities in Managing Changes
 - Change Advisory Board (CAB)/ECAB
 - Remediation Planning
- Service Asset and Configuration Management
 - Configuration Item and Types
 - Configuration Management System CMS
 - Definitive Media Library (DML)
- Release and Deployment Management
 - Release Policy
 - Release and Deployment Phases
 - Release Unit and Package
 - Options for Deploying New Releases
- Knowledge Management
 - Data-to-Information-to-Knowledge-to-Wisdom (DIKW)
 - Service Knowledge Management System (SKMS)
- Transition Support and Planning

Service Operation

Purpose, Objectives, Scope and Value to Business
Types of Communication in Service Operation

Monitoring Tools
Service Operation Processes

- Event Management
- Incident Management
- Problem Management
- Request Fulfillment
- Access Management

Service Operation Functions

- Service Desk
- Technical Management
- Application Management
- IT Operations Management
 - IT Operations Control
 - Facilities Management

Continual Service Improvement (CSI)

Purpose, Objectives, Scope and Value to Business
Deming Cycle/ PDCA Cycle (Plan, Do, Check, Act)
Continual Service Improvement Approach
The Seven-step Improvement Process
CSI Metrics – CSFs and KPIs
Roles
RACI Model or 'Authority Matrix'
Corporate, Business and IT Governance

Course Review and Certification Exam

A mock exam will be given at the end of the course
ITIL® Foundation Certification Exam