

ITSM/ITIL V3 Foundations

Course Summary

Description

ITIL® (Information Technology Infrastructure Library) is the most widely accepted approach to IT Service Management in the world by providing a cohesive set of Service Support and Service Delivery practices drawn from the best practices of public and private sectors internationally. This course is designed for students so that they will have "foundational" knowledge of the functions, roles, and processes that span the service lifecycle.

Objectives

At the end of this course, students will be able to:

- Articulate key concepts
- Use common terminology
- Describe overall goals, benefits, activities, and success factors
- Recommend metrics
- Discuss the basic cross-functional dependencies for each

Topics

- Introduction
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement (CSI)
- Service Management Technology and Architecture
- References

Audience

This course is designed for IT professionals and consultants.

Prerequisites

There are no prerequisites required for this course.

Duration

Three days

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Course Outline

I. Introduction

- A. ITIL History
- B. ITIL V3 Key Concepts

II. Service Strategy

- A. Service Strategy Key Concepts
- B. Service Strategy Processes
- C. Class Exercises

III. Service Design

- A. Service Design Scope
- B. Service Design Key Concepts
- C. Service Design Processes
- D. Class Exercises

IV. Service Transition

- A. Service Transition Scope
- B. Service Transition Key Concepts
- C. Service Transition Processes
- D. Class Exercises

V. Service Operation

- A. Service Operation Scope
- B. Service Operation Key Concepts
- C. Service Operation Processes
- D. Class Exercises

VI. Continual Service Improvement (CSI)

- A. CSI Purpose
- B. Service Transition Key Concepts
- C. Class Exercises
- D. Service Management Technology and Architecture
- E. Service Design Tools
- F. Knowledge Management Tools
- G. Service Management Tools Scope
- H. Automation

VII. References

- A. Glossary
- B. Acronym List
- C. Bibliography
- D. Class Exercises / Practice Exams