

Course Outline: ITIL: Foundations in Information Technology Infrastructure Library

Learning Method: Instructor-led Classroom Learning

Duration: 3.00 Day(s)/ 24 hrs

Overview:

- Provides a practical understanding of ITIL version 3 key concepts, principles, processes, and functions
- Prepares students to pass the ITIL Foundation exam

Who Should Attend: This course is applicable for all IT service personnel, regardless of their role within the IT organization

At Course Completion:

After completing this course, students will learn:

- The ITIL Processes and (1) Function within ITIL
- A thorough understanding of the Goals and definitions for each process.
- The roles, responsibilities, and activities for each process
- The relationship of each ITIL process

Outline:

- Introduction to Service Management
- The importance of Service Management
- Definition of a Service and Service Management
- The need for a service culture
- Service Management as a practice
- The Service Lifecycle
- Objectives and business value for each phase of the lifecycle
- Main goals and value to the business provided by each lifecycle phase:

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- Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement
- Key Principles and models of ITSM
 - Types of service providers
 - Five major aspects of Service Design
 - Service V model
 - Continual Service Improvement model
 - Processes and Functions
 - Characteristics of a process
 - Objectives, business value, basic concepts, roles and interfaces of:
 - Service Portfolio Management
 - Service Level Management
 - Incident Management
 - Change Management
 - Objectives and basic concepts of:
 - Demand Management
 - Financial Management
 - Service Catalogue Management
 - Availability Management
 - Capacity Management
 - Supplier Management
 - Information Security Management
 - IT Service Continuity Management
 - Service Asset and Configuration Management
 - Release and Deployment Management
 - Event Management
 - Problem Management
 - Request Fulfillment
 - Access Management
 - The 7 step improvement process
 - Overview of the functions:
 - Service Desk
 - Application Management,
 - Operations Management
 - Technical Management
 - Organization structure and key roles
 - Technology and Architecture

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