

ITIL V3 Foundation Certification Training

Course Summary

Description

This course is perfect for people seeking ITIL Foundation certification and for individuals who are looking to understand the ITIL Framework. In this course you will learn with ITIL Expert Dr. Suzanne Van Hove. Suzanne introduces you to the lifecycle of managing IT services. This course explores the core concepts and key principles of the Service Lifecycle. The service provider strategy and improvement cycles are also discussed. Real life application examples illustrate the various concepts.

Objectives

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

- Define Service Management as a practice and its importance to the business
- Describe and apply the Service Lifecycle: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement
- Describe various principles and models from the Service Lifecycle
- Describe and apply the various roles, process and functions to service delivery

Topics

- Course Introduction: ITIL 2011: Foundation
- Exam Tips
- Introduction to the Service Lifecycle
- Service Management as a Practice
- Service Management as a Practice Part 2
- Key Principles, Models and Concepts Part 1
- Principles, Models and Concepts Part 2
- Key Principles, Models and Concepts Part 3
- Lifecycle Phases Part 1
- Lifecycle Phases Part 2
- Lifecycle Phases Part 3
- Lifecycle Phases Part 4
- Lifecycle Phases Part 5
- Lifecycle Processes Part 1
- Lifecycle Processes Part 2
- Lifecycle Processes Part 3
- Lifecycle Processes Part 4
- Lifecycle Processes Part 5
- Lifecycle Processes Part 6
- Lifecycle Processes Part 7
- Lifecycle Processes Part 8
- Lifecycle Processes Part 9
- Lifecycle Processes Part 10
- Lifecycle Processes Part 11
- Lifecycle Processes Part 12
- Service Management Functions Part 1
- Service Management Functions Part 2

Audience

This course is perfect for people seeking ITIL Foundation certification and for individuals who are looking to understand the ITIL Framework.

Prerequisites

There are no prerequisites for this course.

Duration

One Day

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Course Outline

- I. Course Introduction: ITIL 2011: Foundation**
- II. Exam Tips**
 - A. Understanding the exam process
 - B. Exam questions and grading
 - C. Taking the exam
 - D. Using the practice exams
- III. Introduction to the Service Lifecycle**
 - A. What is ITIL?
 - B. ITIL Logistics
 - C. The Service Lifecycle
 - D. Lifecycle Phases
- IV. Service Management as a Practice**
 - A. Where is IT now?
 - B. What is a service?
 - C. What is Service Management?
 - D. All about Value
- V. Service Management as a Practice Part 2**
 - A. Key Elements
 - 1. 4 Ps of Service Design
 - 2. ITSM Roles
 - 3. Governance
 - B. Supporting ITSM Frameworks
 - C. ISO/IEC 20000
- VI. Key Principles, Models and Concepts Part 1**
 - A. What is a process?
 - B. Process Characteristics
 - C. Functions
- VII. Principles, Models and Concepts Part 2**
 - A. ITSM Roles
 - 1. Process Owner
 - 2. Process Manager
 - 3. Process Practitioner
 - 4. Service Owner
 - B. RACI diagrams
- VIII. Key Principles, Models and Concepts Part 3**
 - A. Risk
 - B. Business Case
- C. Communication**
- D. Service Portfolio Components**
 - 1. Pipeline
 - 2. Catalog
 - 3. Retired Services
- E. Prioritization**
- IX. Lifecycle Phases Part 1**
 - A. Service Strategy (SS)
 - 1. Overview (Purpose, Processes, Scope, Key Concepts)
 - 2. Value Creation
 - 3. Value to the Business
- X. Lifecycle Phases Part 2**
 - A. Service Design (SD)
 - 1. Overview (Purpose, Processes, Scope, Key Concepts)
 - 2. Five Aspects of Service Design
 - 3. Service Design Package (SDP)
 - 4. Value to the Business
- XI. Lifecycle Phases Part 3**
 - A. Service Transition (ST)
 - 1. Overview (Purpose, Processes, Scope, Key Concepts)
 - 2. Service Knowledge Management System (SKMS)
 - 3. Value to the Business
- XII. Lifecycle Phases Part 4**
 - A. Service Operation (SO)
 - 1. Overview (Purpose, Processes, Scope, Key Concepts)
 - 2. Value to the Business
- XIII. Lifecycle Phases Part 5**
 - A. Continual Service Improvement (CSI)
 - 1. Overview (Purpose, Processes, Scope, Key Concepts)
 - 2. Measures and Metrics
 - 3. CSI Register
 - 4. Improvement Models
 - 5. Value to the Business
 - B. How the phases fit together

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Course Outline (cont.)

- XIV. Lifecycle Processes Part 1**
- A. What you need to know from Service Strategy
 - B. Service Portfolio Management (SPM)
 - 1. Portfolio, Pipeline, Catalog, Retired Services
 - C. Financial Management (FM)
 - D. Budgeting, Accounting and Charging
 - E. Relationship to SLM
 - F. Business Relationship Management (BRM)
- XV. Lifecycle Processes Part 2**
- A. What you need to know from Service Design
 - B. Design Coordination (DC)
 - C. Service Catalog Management (SCatM)
 - 1. 2- and 3-view Catalog
- XVI. Lifecycle Processes Part 3**
- A. Service Level Management (SLM)
 - B. Purpose, Objective, Scope, Value to the Business
 - C. Key Concepts, Process Activities
 - 1. Service Level Agreement (SLA)
 - 2. Operational Level Agreement (OLA)
 - 3. Relationship to BRM
 - D. Interfaces
- XVII. Lifecycle Processes Part 4**
- A. Availability Management (AM)
 - 1. AARMSS, AMIS, Availability Plan
 - B. Capacity Management (CapM)
 - C. Business Capacity Management, Service Capacity Management, Component Capacity Management
 - D. CMIS, Capacity Plan
- XVIII. Lifecycle Processes Part 5**
- A. IT Service Continuity Management (ITSCM)
 - 1. Business Impact Analysis (BIA)
 - B. Information Security Management (ISM)
 - C. Confidentiality, Integrity, Availability (CIA)
 - D. ISMS, SMIS
 - E. Supplier and Contract Management Information System (SCMIS)
 - F. Supplier Categorization
 - G. Supplier Management
- XIX. Lifecycle Processes Part 6**
- A. What you need to know from Service Transition
 - B. Transition Planning and Support (TPS)
 - C. Service Asset and Configuration Management (SACM)
 - 1. Configuration Management System (CMS)
 - 2. Definitive Media Library (DML)
- XX. Lifecycle Processes Part 7**
- A. Change Management (ChM)
 - B. Purpose, Objective, Scope, Value to the Business
 - C. Key Concepts, Process Activities
 - 1. Types of Change
 - 2. Request for Change (RFC)
 - 3. Change Advisory Board (CAB)
 - D. Interfaces
- XXI. Lifecycle Processes Part 8**
- A. Release and Deployment Management (RDM)
 - B. Phases of a Release
 - C. Knowledge Management (KM)
 - D. SKMS
- XXII. Lifecycle Processes Part 9**
- A. What you need to know from Service Operation
 - B. Event Management (EM)
 - C. Types of events
 - D. Request Fulfillment (RF)
 - E. Standard Changes
 - F. Rights Management
 - G. Access Management (AccM)

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Course Outline (cont.)

- XXIII. Lifecycle Processes Part 10**
- A. Incident Management (IM)
 - B. Purpose, Objective, Scope, Value to the Business
 - C. Key Concepts, Process Activities
 - 1. Definitions, Timescales, Major Incidents, Status Tracking
 - 2. Relationship to Problem Management
 - 3. Incident Models
 - D. Interfaces
- XXIV. Lifecycle Processes Part 11**
- A. Problem Management (PM)
 - B. Purpose, Objective, Scope, Value to the Business
 - C. Key Concepts, Process Activities
 - 1. Definitions, Timescales, Major Problems
 - 2. Relationship to Incident Management
 - 3. Problem Models
 - D. Interfaces
- XXV. Lifecycle Processes Part 12**
- A. What you need to know from CSI
 - B. 7-Step Improvement Process (7S)
 - 1. The Steps
 - 2. Relationship to other Improvement Models
- XXVI. Service Management Functions Part 1**
- A. Overview of the Functions
 - B. Service Desk
 - 1. Purpose
 - 2. Organizational Structures
- XXVII. Service Management Functions Part 2**
- A. Technical Management
 - 1. Role & Objectives
 - B. IT Operational Management
 - C. IT Operational Control
 - D. Facilities Management
 - E. Role and Objectives
 - F. Application Management
 - G. Relationship to Application Development