

## **ITSM/ITIL (ICT) Infrastructure Management**

### **Course Summary**

#### **Description**

Information and Communications Technology (ICT) systems are evolving rapidly. There is a greater emphasis on ensuring complex and sophisticated systems and services are cost-effective, plus there is a requirement for them to be introduced in short time intervals. This represents a daunting challenge for ICT Management.

This course has been developed to demonstrate how current 'best practice', as defined in the IT Infrastructure Library (ITIL) will improve the quality of ICT provision and help to deliver agreed business benefits. It is based on the ICT Infrastructure Management book, published by the OGC. This course complements the OGC's Service Support & Service Delivery books and associated training courses (ITIL Foundation, Practitioners and Manager's Certificates).

They address the processes and best practices for providing IT Services to the line-of-business functions and the user. ICT IM adds to this by addressing HOW to effectively manage your ICT Infrastructure. ITIL (ICT) Infrastructure Management will equip candidates with the ability to demonstrate knowledge and application of the processes required to manage an ICT Infrastructure, and to define the interfaces and dependencies with all other areas involved in the specification, design, development, support, delivery and continuous improvement of ICT services.

#### **Topics**

- Overview of ITIL IM
- Design and Planning
- Deployment
- Operations
- Technical Support
- Program/Project Management
- Requirements Analysis and Business Case
- Product Selection
- Implementing Infrastructure Management
- Realizing the Benefits
- Practice Exams & Exam Techniques

#### **Audience**

This course will be of benefit to IT professionals who are responsible for the management of ICT Infrastructure, including design and planning, deployment, operations and technical support.

#### **Prerequisites**

Candidates must hold the IT Service Management Foundation Certificate. It is also expected that all candidates will have an ICT professional understanding of ICT components and processes.

#### **Duration**

Three days

## ITSM/ITIL (ICT) Infrastructure Management

### Course Outline

- I. Overview of ITIL IM**
  - A. Relevance of ICT IM in relationship to ITIL
  - B. The costs, benefits and problems associated with ICT IM.
  - C. What ICT IM is and what it is not
  - D. Describes the four main ICT IM processes (Design and Planning, Deployment, Operations, Technical Support)
- II. Design and Planning**
  - A. What it is, why it is needed
  - B. Interfaces
  - C. Key activities and deliverables (strategies, plans, architectures)
  - D. Design issues
  - E. Inputs and outputs
  - F. Benefits
  - G. Costs & possible problems
- III. Deployment**
  - A. Goals and objectives
  - B. How it interfaces with other processes
  - C. Key activities and deliverables (design, build, test, rollout, handover)
  - D. Roles and responsibilities
- IV. Operations**
  - A. Basic concepts (managed objects & management domains)
  - B. Major processes (management of events, workload, output, storage, security)
  - C. Operations
  - D. Benefits
  - E. Costs & possible problems
- V. Technical Support**
  - A. Goals and objectives
  - B. Interfaces
  - C. Major processes (research & evaluation, projects, BaU)
  - D. Establishing a successful technical support function
  - E. Roles & responsibilities
- VI. Program / Project Management**
  - A. Basic project management plus difference involved in running projects to develop corporate infrastructure
- VII. Requirements Analysis and Business Case**
  - A. The flow from Requirements to Gap Analysis
  - B. Feasibility Study
  - C. Business Case and then to Invitation to Tender
- VIII. Product Selection**
  - A. Explains the structured methods and approaches to selecting suppliers, products and services including references to outsourcing
- IX. Implementing Infrastructure Management**
  - A. Implementing an effective IM function (people, process and tools considerations)
  - B. Includes: vision to policy
  - C. Implementation plan
  - D. Strategy
  - E. Communications plan
  - F. Technology and management architectures
  - G. Culture
  - H. Enterprise management tools and processes
  - I. Breaking down the silos
- X. Realizing the Benefits**
  - A. Ensure benefits are realized through the use of quality management, maturity management and continuous improvement initiatives
- XI. Practice Exams & Exam Techniques**