



ITIL Information Technology Infrastructure Library (3 Days) ST45013

COURSE GOAL: To provide the student with information required to pass the ITIL v3 Foundations exam.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course, the student will be able to:

- Get a real understanding of ITIL
- Explore the Service Lifecycle stages of Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement
- Explore the underlying processes associated with each of the lifecycle processes

KEY TOPICS:

I. Introduction to the Service Lifecycle

- A. Introduction to ITIL
- B. IT governance
- C. Organizational Maturity
- D. Benefits & Risks of ITSM Frameworks
- E. Service Lifecycle: concept & overview

II. Lifecycle Phase: Service Strategy

- A. Introduction
- B. Basic Concepts
- C. Processes and other activities
- D. Organization
- E. Methods, Techniques, and Tools
- F. Implementation

III. Lifecycle Phase: Service Design

- A. Introduction
- B. Basic Concepts
- C. Processes and other activities
- D. Organization
- E. Methods, Techniques, and Tools
- F. Implementation

IV. Lifecycle Phase: Service Transition

- A. Introduction
- B. Basic Concepts
- C. Processes and other activities
- D. Organization
- E. Methods, Techniques, and Tools
- F. Implementation

V. Lifecycle Phase: Service Operation

- A. Introduction
- B. Basic Concepts
- C. Processes and other activities

- D. Organization
- E. Methods, Techniques, and Tools
- F. Implementation

- E. Service Validation and Testing
- F. Evaluation
- G. Knowledge Management

VI. Lifecycle Phase: Continual Service Improvement

- A. Introduction
- B. Management Processes
- C. Teams, roles, and positions in ITSM
- D. Tools used in ITSM
- E. Communication in IT service organizations
- F. Culture
- G. Processes, programs, projects and portfolios
- H. Functions and processes in the Lifecycle phases

VII. Functions and Processes in Service Strategy

- A. Financial Management
- B. Service Portfolio Management (SPM)
- C. Demand Management

VIII. Functions and Processes in Service Design

- A. Service Catalogue Management
- B. Service Level Management
- C. Capacity Management
- D. Availability Management
- E. IT Continuity Management
- F. Information Security Management
- G. Supplier Management

IX. Functions and Processes in Service Transition

- A. Transition Planning and Support
- B. Change Management
- C. Service Asset and Configuration Management
- D. Release and Deployment Management

X. Functions and Processes in Service Operation

- A. Event Management
- B. Incident Management
- C. Request Fulfillment
- D. Problem Management
- E. Access Management
- F. Monitoring and Control
- G. IT Operations
- H. Service Desk

XI. Functions and Processes in Continual Service Improvement

- A. CSI Improvement Process
- B. Service Reporting