

ITSM/ITIL v3 Foundation Certification

Course Summary

Description

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL v3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

Objectives

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

- Understand the ITIL v3 Service Lifecycle models and framework, its common language, processes definitions and relationships, benefits and goals.
- Understand the foundations in IT Service Management best practices, and have the knowledge and pre-requisites to prepare for the ITIL v3 Foundation Certification exam.

Topics

- Introduction to Service Management
- The Service Lifecycle
- Key Principles of IT Service Management
- Basic concept, objectives and activities of:
- Overview of the functions
- Organization structure

Audience

This course is designed for IT professionals interested in understanding the content and concepts of the new ITIL v3, as well as understands the differences with previous ITIL v2.

Prerequisites

Students should possess a general IT knowledge and ITIL awareness recommended

Duration

Three days

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Course Outline

I. Introduction to Service Management

- A. The evolution of Service management
- B. Definition of Service and Service Management
- C. Service Management as best practice
- D. The importance of adopting a service and continual improvement culture and approach
- E. Interface to other framework and standards (i.e. ISO/IEC 20000)

II. The Service Lifecycle

- A. Objectives and business value
- B. The main components (the new books) within the 5 stages in the lifecycle:
 - 1. Service Strategy
 - 2. Service Design
 - 3. Service Transition
 - 4. Service Operation
 - 5. Continual Service Improvement

III. Key Principles of IT Service Management

- A. Types of service providers
- B. Five key aspects of Service Design
- C. The 7 "Rs" of Change Management
- D. Service "V" model
- E. Continual Service Improvement model
- F. The need for IT Governance and control
- G. Process development characteristic and guidelines

IV. Basic concept, objectives and activities of:

- A. Service Portfolio Management
- B. Service Level Management
- C. Incident Management
- D. Change Management
- E. Demand Management
- F. Financial Management
- G. Service Catalogue Management
- H. Availability Management
- I. Capacity Management
- J. Supplier Management
- K. Information Security Management
- L. IT Service Continuity Management

- M. Service Asset and Configuration Management

- N. Release and Deployment Management

- O. Event Management

- P. Problem Management

- Q. Request Fulfillment

- R. Access Management

- S. The 7 step improvement process

V. Overview of the functions

- A. Service Desk

- B. Application Management,

- C. Operations Management

- D. Technical Management

VI. Organization structure

- A. Key roles and responsibilities

- B. Technology and Architecture considerations