

Course content |

The course is an intensive introduction to the ITIL® service management framework, including ITIL® terminology, the structure and basic concepts and an understanding of the core principles of ITIL® practices for Service Management.

It outlines the processes required to deliver, measure, and improve IT services. This course also provides a comprehensive look at the concepts and terminology necessary for Foundation level understanding of ITIL® V3.

Prerequisites |

There are no formal requirements for the course and is suitable for ALL users. However, at least one year working experience is strongly recommended.

Who should attend? |

For those Individuals who would like to obtain a basic understanding of the ITIL® framework and to know how ITIL to enhance the quality of IT Service Management (ITSM) within an organization.

For those IT Professionals who need to perform ongoing improvement program to the existing ITSM within an organization.

Course Objectives |

- Identify the purpose and foundation of ITIL®
- Identify the concepts underlying IT Service Management
- Define new terminology in ITIL® V3
- Define the roles, processes, and components within key areas of IT Service Management
- Define Service Strategy concepts
- Define Service Design concepts
- Define Service Operations concepts
- Define Service Transition concepts
- Define Continual Service Improvement concepts
- Increase participant's capacity to pass the ITIL® V3 Foundation Certification exam

Course details |

1. Gain an understanding of Service Management as a practice
 - The concept of Good Practice
 - The concept of Service
 - The concept of Service Management
 - Distinguish between Activities, Processes, Functions and Roles
 - The process model
 - Characteristic of Processes
2. Gain an understanding of the Service Lifecycle
 - Component, structure and scope of the ITIL library
 - Service Lifecycle Model
 - Lifecycle and System Thinking
 - What is a System
3. Service Strategy
 - Goals, objectives and business value of Service Strategy
 - Basic Concepts
 - Service Automation
 - Roles in Service Strategy
 - Service Strategy Phase Activities and Processes
 - Service Strategy Activities
 - Service Portfolio Management
 - Demand Management
 - Financial Management

- 4. Service Design
 - Goals, objectives and business value of Service Transition
 - Input and output to Service Transition
 - Basic Concepts
 - Service V-model
 - Technology and Architecture
 - Service Transition Processes
 - Change Management
 - Service Asset and Configuration Management
 - Release and Deployment Management
 - Roles in Service Transition

- 5. Service Transition
 - Goals, objectives and business value of Service Transition
 - Input and output to Service Transition
 - Basic Concepts
 - Service V-model
 - Technology and Architecture
 - Service Transition Processes
 - Change Management
 - Service Asset and Configuration Management
 - Release and Deployment Management
 - Roles in Service Transition

- 6. Service Operation
 - Goals, objectives and business value of Service Operation
 - Basic Concepts
 - Service Operation Processes
 - Event Management
 - Incident Management
 - Request Fulfillment
 - Problem Management
 - Access Management
 - Balance in Service Operation
 - IT Services VS Technology components
 - Stability VS Responsiveness
 - Quality of Service VS Cost of Services
 - Reactive VS Proactive
 - Technology and Architecture
 - Roles in Service Operation

- 7. Continual Service Improvement
 - Goals, objectives and business value of Continual Service Improvement
 - Basic Concepts
 - The Seven Step Improvement Process
 - Improvement Models
 - Deming Cycle
 - The CSI Improvement Models
 - Balance in Service Operation
 - IT Services VS Technology components
 - Stability VS Responsiveness
 - Quality of Service VS Cost of Services
 - Reactive VS Proactive
 - Service Measurement
 - Technology and Architecture
 - Role in Continual Service Improvement

Course duration |

3 days