



BUILDING TRAINING SOLUTIONS
FOR THE IT WORLD

Days: 3
Format: Instructor-Led
Class Code NHITILFound

Knowledge of prerequisites
noted below.

*Course content is subject to change
without notice.*

Course Description:

This course provides IT Managers and Practitioners with a practical understanding of the key concepts, principles, processes and functions that enables successful IT Service Management provision. It also prepares delegates for the ITIL Foundation Certificate Examination. The course is based on the ITIL best practice service lifecycle approach.

Target Student:

This course is for IT Managers and Practitioners involved in the strategy, design, implementation, and on-going delivery of business-used IT services and for anyone who requires an insight into Service Management best practice.

Prerequisites:

There are no prerequisites for this course.

Objectives:

The course enables delegates to understand how an integrated IT Service Management framework, based on ITIL best practice guidelines, can be adopted and adapted within their own organizations. It provides proven practical guidance on how to successfully introduce an integrated IT Service Management framework based on the ITIL best practice service lifecycle approach.

This course also prepares delegates for the ITIL Foundation Certificate in IT Service Management examination; held at the end of the third day. There will be reinforcement in the form of exercises throughout the course with the objective of instilling a deeper understanding of IT Service Management.

The focus of the course is to help candidates understand the value to the business provided by each phase of the Service Management Lifecycle as covered by the 5 core books:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

There is particular importance placed on developing an underlying service culture within the IT organization. Topics covered include:

- Introduction to Service Management
- The importance of Service Management

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- Definition of a Service and Service Management
- The need for a service culture
- Service Management as a practice
- The Service Lifecycle

Course Outline

Module 1: Review of IT Service Management (ITSM) and IT Infrastructure Library (ITIL)
This section reviews ITIL's history, in particular how the ITIL v2 content in Service Support and Service Delivery became how many companies viewed ITIL Service Management. This section also introduces the ITIL Lifecycle and its five phases, terms of interest, the goals and benefits of the ITIL v3 Refresh and 2011 Refresh, key processes, the Qualification Scheme and the RACI organizational context.
Module 2: Service Lifecycle Approach
This section discusses all the terms of interest that are critical to understanding ITIL's approach to Service Management. Value Creation, the benefits of ITIL, Organizational Context, Governance, the Process Model and the overall ITIL Lifecycle are discussed.
Module 3: Service Strategy
This section speaks to Service Strategy as a starting point within the lifecycle and identifies the Strategic Perspective. You will explore business needs and plans, map IT strategies to business, focus on Service as a Value and discuss how to source appropriately. Also covered are strategy terms of interest, Financial Management for IT Services, Service Portfolio Management and Business Relationship Management.
Module 4: Service Design
This section discusses how Service Design is a part of the overall business change process and how it fits within the overall business strategy. Highlighted are terms of interest, Service Providers, Service Design Path and Design Aspects, Design Management and Constraints, Service Catalog Management, Service Level Management, Availability Management, Capacity Management, IT Service Continuity Management, Supplier Management and Information Security Management.
Module 5: Service Transition
This section discusses the purpose and focus of Service Transition; terms of interest; the Management of Change and Risk; integration with Business Change; processes that support the Service Lifecycle: Change Management, Asset and Configuration Management, Knowledge Management; and processes within Service Transition: Transition Planning and Support, Release and Deployment Management, Service

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Validation and Testing and Change Evaluation.

Module 6: Service Operation

This section focuses on the day-to-day management of the service used by customers and the processes that focus on support and restore activities. Value as seen by the customer is overviewed, terms of interest, Operational Functions and new processes: Event, Request Fulfillment, Access as well as changed processes: Incident Management and Problem Management.

Module 7: Continual Service Improvement

The focus of this section and of the Continual Service Improvement book is efficient, effective and economic. Discussed is the continual realignment of IT to business requirements, the aim to improve all processes within the Service Lifecycle, growth and maturity of Service and the Management Processes of Measure, Analyze, Review.