

ITIL v3 Foundations Boot Camp Training Program



Course Outline

ITIL Fundamentals

- Origins, development and governance
- Defining IT Service Management
- Reviewing the structure and scope of the Foundation Certification Examination
- People, process, technology and partners

The Five Core Processes

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

Service Management as a Practice Concepts of Service Management

- The efficient development of new services and the improvement of existing services
- Good practice
- Functions, Roles and Processes

The Service Lifecycle

- The ongoing design, development and utilization of services
- Utility and Warranty
- Service Design and the business
- IT and the business integration

ITIL v3 Core Concepts Identifying and documenting the services

- Service Portfolio

- Service Catalog
- Business case
- Risk
- Service model
- Service provider
- Supplier
- Service Level Agreement (SLA)
- Operational Level Agreement (OLA)
- Contract
- Service Design Package (SDP)

Data information and knowledge

- Configuration Management System
- Service Knowledge Management System (SKMS)
- Definitive Media Library (DML)

Optimizing the infrastructure

- Service Request
- Change and Release
- The seven Rs of Change Management
- Event, Alert and Incident
- Problem and Workaround
- Known Error and Known Error Database (KEDB)
- Service Measurement
- Availability
- Diagrams to illustrate the infrastructure

ITIL v3 Key Principles and Models Service Strategy

- The three types of Service Providers
- Perspective, position, plan or pattern

Service Design

- Service Portfolio design
- Technology design
- Process design
- Insourcing, outsourcing and partnership

Service Transition

- The Service V model
- Business value, asset and configuration management

Service Operation

- Quality of Service vs. Cost of Service
- Reactive vs. proactive

Continual Service Improvement

- Plan, Do, Check, Act
- Business mission, goals and objectives

ITIL v3 Processes - The roles in Service Management

- Defining the market
- Strategic assets
- Service Level Management
- Information Security Management
- Supply Management

Resilience and reliability in Service Management

- Availability Management
- Event Management
- Release and Deployment Management

Service Management Functions and Roles: Outlining IT organization functions

- Service Desk function
- Technical Management function
- IT Operations function
- Process owner
- Service owner

Defining service roles

- Service Design roles
- Service Transition roles
- Service Operation roles
- Continual Service Improvement roles

Important:

The ITIL Foundation Certification Exam is offered on the final day of class