

ITIL TRAINING

Module 1: Introduction

- What is ITIL?
- Benefits of getting ITIL certified
- Service Management as a practice
 - Introduction
 - What is a Service?
 - Types of Service
 - Customer
 - Types of Customers
 - Stakeholders
 - Service Management
 - IT service management and IT service provider
 - Service provider types
 - Processes and Functions
 - What is a process?
 - The process model
 - Characteristics of a process
 - What is a function?
 - Service automation
 - ITIL service lifecycle
 - Case Study 1
 - Quiz

Module 2: Service Strategy

- Purpose, Objectives and Scope
- Value of Service Strategy to business
- Key concepts and definition
 - Utility and warranty
 - Assets, resources and capabilities
 - Governance
 - Risk Management
 - Patterns in Business activity
- Processes
 - Service Portfolio management process
 - Purpose, Objective and Scope of SPM process
 - What is Service portfolio?
 - Financial management process

- Purpose, Objective and Scope for FM process
- Budgeting, IT accounting and charging
- Business case and its structure
- Business Relationship management process
- Purpose, Objective and Scope of BRM process
- Difference between Business Relationship management and Service Level management
- Quiz

Module 3: Service Design

- Purpose, Objectives and Scope of Service Design
- Service Design package and its contents
- Four key elements of Service Design
- Service composition
- Major aspects of Service Design
- Service Level Management
 - Purpose, Objectives and scope of SLM
 - SLR and SLA
 - SLA contents
- Monitoring and Improving Service Delivery
 - Service review and improvement
- Processes
 - Service Catalogue management process
 - What is a Service Catalogue?
 - Purpose, Objectives and Scope of SCM process
 - Availability management process
 - Effect of Downtime
 - Improving Availability
 - Reliability and Serviceability
 - Information Security Management process
 - Information Security Policy
 - Supplier Management process
 - Supplier categorization
 - Capacity Management process
 - Sub processes of CM process
 - Capacity planning
 - IT Service continuity management process
 - Assessing Business impact
 - Assessing Risk
 - Design coordination process
- Roles and responsibilities
 - a. RACI model
- Quiz

Module 4: Service Transition and Change Management process

- Purpose, Objectives and Scope
- Value of Service Transition to Business
- Change Management Process –
 - Purpose, Scope and Objectives
 - Types of changes
 - Change Advisory Board (CAB)
- Processes
 - Transition planning and support process
 - Service Asset and Configuration management process
 - Configuration Items
 - Description of Configuration model
 - Configuration Management System
 - Knowledge Management process
 - Release and Deployment Management process
 - Release policy
- Case Study 2
- Quiz

Module 5: Service Operation

- Purpose, Objectives and Scope
- Service Desk function
- Incidents, Problems, known errors, workaround
- Processes
 - Incident and Problem management processes
 - Interface with other processes
 - Request Management
 - Event management
 - Access management
- Quiz

Module 6: Continual Service Improvement

- Purpose, Objectives and Scope of CSI
- CSI approach
- CSI register
- Quality improvement using Deming's cycle
- Service measurement
- Output of CSI
- Seven step improvement process
- Quiz
- Case Study 3

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