

ITIL® - Foundation

Course Agenda

Introductory Lesson

Evolution of ITIL®

Service Management as a Practice

1. Concept of Good Practice & ITIL®
2. Concept of a Service
3. Concept of Service Value
4. Concept of Service Management
5. Value Creation through Services
6. Technologies Private Limited
7. Functions and Processes
8. The Process Model & Characteristics
9. Role Definitions & RACI Model
10. Service Management Technology & Automation

The Service Lifecycle

1. Define & understand the follow
2. The Service Lifecycle
3. The ITIL® Library
4. The Role of IT Governance

The Lifecycle Phase: SERVICE STRATEGY

1. Functions and Processes in Service Strategy
2. Financial Management
3. Service Portfolio Management (SPM)
4. Demand Management

The Lifecycle Phase: SERVICE DESIGN

1. Functions and Processes in Service Design
2. Service Catalogue Management
3. Service Level Management
4. Capacity and Availability Management
5. IT Service Continuity Management
6. Information Security Management
7. Supplier Management

The Lifecycle Phase: Service Transition

1. Functions and Processes in Service Transition
2. Transition Planning and Support
3. Change Management
4. Service Asset and Configuration Management
5. Release and Deployment Management
6. Service Validation and Testing, Evaluation
7. Knowledge Management (DIKW cycle)

The Lifecycle Phase: SERVICE OPERATION

1. Functions and Processes in Service Operation
2. Event and Incident Management
3. Request Fulfillment
4. Problem and Access Management
5. Monitoring and Control
6. IT Operations
7. Service Desk
8. Technology and Architecture

The Lifecycle Phase: CONTINUES SERVICE IMPROVEMENT

1. Functions and Process in Service Operation

One Hour of ITIL® 2011 Certification Exam for Participants who have opted for the Exam.