

Training Program

ITIL 2011 FOUNDATION



Introduction

Overview

ITIL (IT Infrastructure Library) is a collection of best practices for the management and delivery of IT services and IT infrastructure. These best practices cover all the key IT Service Management and Service Delivery processes.

This course covers the latest version of core ITIL® best practices presented from a lifecycle perspective. The course introduces the principles and core elements of IT service management (ITSM) based on ITIL® 2011 Edition.

Duration

3-day workshop

Program Objectives

Learning Objectives

At the end of the training, participants are expected to:

- ❖ Identify and appreciate the various ITIL processes involved in IT Service Management
- ❖ Learn the key business benefits of these processes and how to integrate them into your business' IT services model
- ❖ Gain insights into the synergy between organizational IT and the overall business
- ❖ Learn ITSM concepts via an exciting and interactive simulation and practical case studies for easy implementation in the future
- ❖ Obtain the “Foundation Certificate in IT Service Management”

Target Audience

Who Should Attend?

- ❖ IT Managers
- ❖ IT consultants
- ❖ Key Business Users
- ❖ IT Professionals
- ❖ IT Support Staff
- ❖ Application Manager
- ❖ Project and Business Managers
- ❖ Any member of an IT team involved in the delivery of IT Services.

Training Contents

Module 1: Introduction to Service Management Lifecycle

- ❖ Introduction/Housekeeping
- ❖ Introduction to key ITIL® concepts
- ❖ IT as a Service
- ❖ Introduction to processes and process management
- ❖ The Service Lifecycle approach

Module 2: Service Strategy

- ❖ Purpose, goal, objectives & Scope
- ❖ Value Creation through Services
- ❖ Assets - Resources and Capabilities
- ❖ Service Strategy - Main activities
- ❖ Service Strategy processes
- ❖ Service Portfolio management
- ❖ Demand management
- ❖ Financial management
- ❖ Business Relationship Management

Module 3: Service Design

- ❖ Purpose, goal, objectives & Scope
- ❖ Service Design processes
- ❖ The 4 P's
- ❖ Service Design aspects
- ❖ Service Catalog Management
- ❖ Service Level Management
- ❖ Capacity Management
- ❖ Availability Management
- ❖ IT Service Continuity Management
- ❖ Information Security Management
- ❖ Supplier management
- ❖ Design Coordination

Module 4: Service Transition

- ❖ Purpose, goal, objectives & Scope
- ❖ Service Transition value to the business
- ❖ Technology and architecture in Service Transition
- ❖ Service Transition Processes
- ❖ Transition, Planning and Support
- ❖ Change Management
- ❖ The 7 R's of Change Management
- ❖ Service Asset and Configuration Management
- ❖ Release and Deployment Management
- ❖ Knowledge M

Module 5: Service Operation

- ❖ Purpose, goal, objectives & scope
- ❖ Service Operation definitions
- ❖ Service Operations Processes
- ❖ Event Management
- ❖ Incident Management
- ❖ Request Fulfillment
- ❖ Problem Management
- ❖ Access Management

Module 7: Continual Service Improvement

- ❖ Purpose, goal, objectives & scope
- ❖ Models and Processes
- ❖ The Deming Cycle
- ❖ Measurement and metrics
- ❖ Continual Service Improvement activities
- ❖ Continual Service Improvement model

Module 6: ITIL Function

- ❖ The Service Desk
- ❖ Technical Management
- ❖ Application Management
- ❖ IT Operations Management

Key Features

- 24 hours of high quality learning
- Course completion exams
- Quizzes in the end of each chapter
- Apply the knowledge and technique to handle the role
- 3 Real life exercises and case study
- Invited to IT Service Management Community
- Learn from experience and passionate trainers
- Certificate of Completion
- Quick reference card, toolkits

