

ITIL® Foundation 2011 Edition

Duration: 3 Day(s)

Overview

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.

Who Should Attend

IT Professionals, IT Support Staff, Application, Project and Business Managers, Any member of an IT team involved in the delivery of IT Services.

Outline

Lesson 1: Introduction

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

Technology and architecture in Service Transition
Service Transition Processes
Change Management
The 7 R's of Change Management
Service Asset and Configuration Management
Release and Deployment Management
Knowledge Management

Lesson 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

Lesson 5: Service Operation
Purpose, goal, objectives & scope
Service Operation definitions
The Service Desk
Technical Management
Application Management
IT Operations Management
Service Operations Processes
Event Management
Request Fulfillment
Problem Management
Access Management

Lesson 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
Service Portfolio
Information Security Management
Supplier management

Lesson 6: Continual Service Improvement

Purpose, goal, objectives & scope
Models and Processes
The Deming Cycle
Measurement and metrics
Continual Service Improvement activities
Risk management
Continual Service Improvement interfaces
Interface with Service Level Management

Lesson 4: Service Transition

Purpose, goal, objectives & Scope
Service Transition value to the business

Lesson 7: Exam Preparation

Sample Exams
Feedback

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