

ITIL V3 Foundation

UNIT 1: COURSE INTRODUCTION

- 1.1 Student and Instructor Introductions
- 1.2 ITIL® Foundation Course
- 1.3 Course Learning Objectives
- 1.4 Course Agenda
- 1.5 ITIL Qualification Scheme
- 1.6 Exercise — The Arora Family

UNIT 2: SERVICE MANAGEMENT AS A PRACTICE

- 2.1 Best Practices in the Public Domain
- 2.2 ITIL as a Good Practice
- 2.3 Concept of Service
- 2.4 Concept of Service Management
- 2.5 Processes and Functions
- 2.6 The RACI Model
- 2.7 Roles and Responsibilities
- 2.8 Exercise – The Lost Laundry
- 2.9 Module Summary
- 2.10 Test Questions for Service Management as a Practice

UNIT 3: SERVICE LIFECYCLE

- 3.1 The Service Lifecycle
- 3.2 Basic Concepts of Service Strategy
- 3.3 Basic Concepts of Service Design
- 3.4 Basic Concepts of Service Transition
- 3.5 Basic Concepts of Service Operation
- 3.6 Basic Concepts of Continual Service Improvement
- 3.7 Exercise – The New Swimming Pool
- 3.8 Module Summary

UNIT 4: SERVICE STRATEGY

- 4.1 Basic Concepts of Service Strategy
- 4.2 Principles and Models of Service Strategy
- 4.3 Processes of Service Strategy
 - 4.3.1 Service Portfolio Management
 - 4.3.2 Financial Management for IT Services
 - 4.3.3 Business Relationship Management
- 4.4 Module Summary
- 4.5 Test Questions for Service Strategy

UNIT 5: SERVICE DESIGN

- 5.1 Basic Concept of Service Design
- 5.2 Principles and Models of Service Design
 - 5.2.1 Service Solutions for New or Changed Services
 - 5.2.2 Measurement Methods and Metrics
- 5.3 Processes of Service Design
 - 5.3.1 Design Coordination

- 5.3.2 Service Level Management
- 5.3.3 Service Catalogue Management
- 5.3.4 Availability Management
- 5.3.5 Information Security Management
- 5.3.6 Supplier Management
- 5.3.7 Capacity Management
- 5.3.8 IT Service Continuity Management
- 5.4 Exercise – Crossword
- 5.5 Module Summary
- 5.6 Test Questions for Service Design

UNIT 6: SERVICE TRANSITION

- 6.1 Change Management
- 6.2 Service Asset and Configuration Management
- 6.3 Release and Deployment Management
- 6.4 Transition Planning and Support
- 6.5 Knowledge Management
- 6.6 Exercise – Crossword
- 6.7 Module Summary
- 6.8 Test Questions for Service Transition

UNIT 7: SERVICE OPERATION

- 7.1 Event Management
- 7.2 Incident Management
- 7.3 Request Fulfilment
- 7.4 Problem Management
- 7.5 Access Management
- 7.6 Service Operations Functions
 - 7.6.1 The Service Desk Function
 - 7.6.2 The Technical Management Function
 - 7.6.3 The Application Management Function
 - 7.6.4 The IT Operation Management Function
- 7.7 Exercise – Complaint Handling and Service Recovery
- 7.8 Module Summary
- 7.9 Test Questions for Service Operation

UNIT 8: CONTINUAL SERVICE IMPROVEMENT

- 8.1 Basic Concepts of CSI
- 8.2 Principles and Models of CSI
- 8.3 CSI Process
- 8.4 Exercise – Crossword
- 8.5 Module Summary
- 8.6 Test Questions for Continual Service Improvement

UNIT 9: TECHNOLOGY AND ARCHITECTURE

- 9.1 Service Automation
- 9.2 Competence and Skills for Service Management
- 9.3 Competence and Skills Framework
- 9.4 Training
- 9.5 Module Summary