
ITIL FOUNDATION IN IT SERVICE MANAGEMENT COURSE

ITIL (Former Information Technology Infrastructure Library) is the leading standard of IT Service Management, providing a cohesive set of best practices for IT. Employers seek ITIL certified IT professionals that have the knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for service management.

The ITIL Foundation certification provides guidance to organizations on how to use IT as a tool to facilitate business change, transformation and growth.

The Foundation Level is the entry level qualification which offers candidates a general awareness of the key elements, concepts and terminology used in the ITIL Service Lifecycle, including the linkages between Lifecycle stages, the processes used and their contribution to Service Management practices.

COURSE OUTLINE

Service management as a practice

- Concept of best practices in the public domain
- Concept of a service
- Concept of internal and external customers
- Concept of internal and external services
- Concept of service management
- Concept of IT service management
- Concept of stakeholders in service management
- Processes and functions
- The process model and the characteristics of processes

The ITIL service lifecycle

- The structure of the ITIL service lifecycle
- The purpose, objectives and scope of service strategy
- The purpose, objectives and scope of service design
- The purpose, objectives and scope of service transition
- The purpose, objectives and scope of service operation
- The main purpose, objectives and scope of continual service improvement

Generic concepts and definitions

- Utility and warranty
- Assets, resources and capabilities
- Service portfolio
- Service catalogue
- Governance
- Business case
- Risk management
- Service provider
- Supplier
- Service level agreement
- Operational level agreement
- Underpinning contract
- Service design package
- Availability
- Service knowledge management system
- Configuration item (CI) and Configuration management system
- Definitive media library
- Change and Change types (standard, emergency and normal)
- Event, Alert and Incident
- Impact, urgency and priority
- Service request
- Problem and Workaround
- Known error and Known error database
- The role of communication in service operation (SO 3.6)
- Release policy
- Types of services
- Change proposals
- CSI register
- Outcomes
- Patterns of business activity
- Customers and users
- The Deming Cycle (plan, do, check, act)

Key principles and models

- Value creation through services (Service strategy)
- Understand the importance of people, processes, products and partners for service management (Service design)
- Understand the five major aspects of service design:
 - a) Service solutions for new or changed services
 - b) Management information systems and tools
 - c) Technology architectures and management architectures
 - d) The processes required
 - e) Measurement methods and metrics
- The continual service improvement approach
- Understand the role of measurement for continual service improvement:
 - a) Relationship between critical success factors (CSF) and key performance indicators (KPI)
 - b) Baselines
 - c) Types of metrics (technology metrics, process metrics, service metrics)

Processes

- The purpose, objectives and scope of:
 - a) Service portfolio management
 - b) Financial management for IT services
 - c) Business relationship management
- The purpose, objectives, scope, basic concepts, process activities and interfaces of Service level management (SLM)
 - a) Service-based SLA
 - b) Multi-level SLAs
 - c) Service level requirements (SLRs)
 - d) SLA monitoring (SLAM) chart
 - e) Service review
 - f) Service improvement plan (SIP)
 - g) The relationship between SLM and BRM
- The purpose, objectives and scope of:
 - a) Service catalogue management
 - b) Availability management
 - c) Information security management (ISM)
 - d) Supplier management
 - e) Capacity management
 - f) IT service continuity management

- g) Design coordination
- The purpose, objectives, scope, basic concepts, process activities and interfaces of Change management:
 - a) Types of change request
 - b) Change models
 - c) Remediation planning
 - d) Change advisory board / emergency change advisory board
 - e) Lifecycle of a normal change
- The purpose, objectives and scope of:
 - a) Release and deployment management
 - b) Knowledge management
 - c) Service asset and configuration management (SACM)
 - d) Transition planning and support
- The purpose, objectives, scope, basic concepts, process activities and interfaces for:
 - a) Incident management
 - b) Problem management
- The purpose, objectives and scope for:
 - a) Event management
 - b) Request fulfilment
 - c) Access management
- The purpose, objectives and scope for the seven-step improvement process

Functions

- The role, objectives and organizational structures for the service desk function
- The role and objectives of:
 - a) The technical management function
 - b) The application management function with application development
 - c) The IT operations management function (IT operations control and facilities management)

Roles

- Account for the role and the responsibilities of the
 - a) Process owner
 - b) Process manager
 - c) Process practitioner
 - d) Content
- Recognize the responsible, accountable, consulted, informed (RACI) responsibility model and explain its role in determining organizational structure.



Technology and architecture

- Understand how service automation assists with expediting service management processes

Competencies

- Competence and skills for service management
- Competence and skills framework