

ITIL Orientation

Course Overview

This training course is an effective way to introduce an Executive management team to the concepts, relationships and benefits of an IT Service Management program using well accepted IT frameworks, methods and standards.

Prerequisites

None

Audience

Senior IT and business executives, IT management, staff, consultants, project managers, business liaisons and others interested in learning about IT Service Management

Course Introduction

3m

ITIL's Lifecycle Approach to IT Service Management

2hr 27m

Lesson: Introduction to IT Service Management - The Continual Improvement of IT Services

IT's Total Cost of Ownership (TCO)

ITSM's Value to the Business

IT Service Management (ITSM)

Critical Success Factors (CSF)

Need to Know ITSM Concepts

IT Service Provider Model

IT Service Provider Domain Map

IT Governance - Control Framework

IT Service Lifecycle Management - Management Framework

IT Resource Management – Program/Project Methods

IT Quality Management – Six Sigma Methods

IT Security Management – ISO/IEC Security Standards

IT Service Provider Capability Model

The Service Provider Model Deployed

Good Practice

IT Service Management

Service

Function – Process - Role

Lesson: Introduction to ITIL - Guidance for the Planning, Design, Transition, Operation and Continual Improvement of IT Services

ITIL History

ITIL Description

IT Service Management Lifecycle

The IT Service Management Lifecycle

Managing Services with ITIL

Lesson: Service Strategy - Service Value Planned

The Service Lifecycle

Managing across the Lifecycle

Purpose, Goals & Objectives of Service Strategy

Scope of Service Strategy

Value of Service Strategy

Service Strategy Processes

Service Strategy – Principles

Value Creation

Utility & Warranty

Capabilities & Resources

Service Provider Types

Service Portfolio

Service Portfolio Management

Lesson: Service Design - Service Value Modeled

Service Design

Managing across the Lifecycle

Purpose, Goals & Objectives of Service Design

Scope of Service Design

Value of Service Design

The Context of Service Design

Principles of Service Design

Service Portfolio Design

Architecture & Technology Design

Process Design

Measurement Design

Service-Oriented Architecture

Lesson: Service Transition - Service Value Implemented

The Service Lifecycle

Managing across the Lifecycle

The Service Transition Model

Purpose, Goals & Objectives of Service Transition

Scope of Service Transition

Value of Service Transition

Principles of Service Transition

Lesson: Service Operation - Service Value Delivered & Supported

The Service Lifecycle

Managing Across the Lifecycle
Purpose, Goals & Objectives of Service Operation
Scope of Service Operation
Value of Service Operation
Fundamentals of Service Operation
The Principle of Service Operation
Service Operation Technology Domains
Lesson: Continual Service Improvement - Sustaining Service Value
The Service Lifecycle
Managing Across the Lifecycle
Purpose, Goals & Objectives of CSI
Scope of CSI
Value of CSI
Principles of CSI
CSI Approach
Business Questions for CSI
CSI & Organizational Change
Ownership
CSI Register
Knowledge Management
PDCA & Continual Improvement
Service Measurement
Governance
Frameworks, Models & Quality Systems
Drivers
7-Step Improvement Process
Lesson: ITIL Orientation Summary
Chapter 01 Review
Course Closure

Total Duration: 2h 30m