

## ITIL V3 Foundation Course – 2 Days

### INTRODUCTION and LEARNING OBJECTIVE

ITIL® is the only consistent and comprehensive documentation of best practice for IT Service Management. Used by thousands of organisations around the world, a whole ITIL philosophy has grown up around the guidance contained within the ITIL books and the supporting professional qualification scheme.

ITIL consists of a series of books giving guidance on the provision of quality IT services, and on the accommodation and environmental facilities needed to support IT. The ethos behind the development of ITIL is the recognition that organisations are becoming increasingly dependent on IT in order to satisfy their corporate aims and meet their business needs. This leads to an increased requirement for high quality IT services.

At the end of this course you will

- a. understand the need for IT governance
- b. understand the best practices documented in ITIL V3
- c. be ready for ITIL V3 Foundation examination

At the end of this course, the participant will be equipped to play a role and make significant contribution as

- a. IT Service Manager
- b. Process Owner
- c. IT Service Management Consultant

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### PARTICIPANT PROFILE

- a. IT Management responsible for strategizing the IT roadmap towards integrating IT with business
- b. All individuals involved in the delivery and support of IT services

### DIFFERENTIATORS

The course is

- a. Comprehensive
- b. Delivered by experienced professionals with great passion for training
- c. Collaborative learning approach (Making you participate and learn)

### AGENDA

Sr. #	Topics	Duration
<b>Day – I</b>		
1.	Introduction to IT Service Management (ITSM)	2 hours
2.	ITIL V3 Lifecycle Phase – Service Strategy	3 hours
3.	ITIL V3 Lifecycle Phase – Service Design	1 hour
4.	Mock Test (25 Questions) on day's topics	1 hour
<b>Day – II</b>		
1.	ITIL V3 Lifecycle Phase – Service Design (Contd. From day 1)	2 hours
2.	ITIL V3 Lifecycle Phase – Service Transition	2 hours
3.	ITIL V3 Lifecycle Phase – Service Operation	1 hour
4.	ITIL V3 Lifecycle Phase – Continual Service Improvement	1 hour
5.	Mock Test (25 Questions) on day's topics	1 hour

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### DAY – I

#### **Introduction to IT Service Management (ITSM)**

- ⇒ Current IT scenario
- ⇒ IT Governance
- ⇒ IT Governance Frameworks and Standards
- ⇒ Evolution of IT Infrastructure Library
- ⇒ Service Management Concepts

#### **Life Cycle Phase – Service Strategy**

- ⇒ Introduction
- ⇒ Service Strategy Principles
- ⇒ Service Economics
  - ↗ *Financial Management*
  - ↗ *Demand Management*
  - ↗ *Service Portfolio Management*
- ⇒ Strategy and Organization
- ⇒ Strategy, Tactics and Operations
- ⇒ Technology and Strategy
- ⇒ Challenges, Critical Success Factors and Risks

#### **Life Cycle Phase – Service Design**

- ⇒ Introduction
- ⇒ Service Design Principles
- ⇒ Service Design Processes
  - ↗ *Service Catalog Management*
  - ↗ *Service Level Management*
  - ↗ *Capacity Management*
  - ↗ *Availability Management*
  - ↗ *IT Service Continuity Management*
  - ↗ *Information security Management*
  - ↗ *Supplier Management*
- ⇒ Service Design technology-related activities
- ⇒ Organizing for Service Design
- ⇒ Implementing Service Design
- ⇒ Challenges, Critical Success Factors and Risks

#### **Life Cycle Phase – Service Transition**

- ⇒ Introduction

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- ⇒ Service Transition Principles
- ⇒ Service Transition Processes
  - ↗ *Transition Planning and Support*
  - ↗ *Change Management*
  - ↗ *Service Asset and Configuration Management*
  - ↗ *Release and Deployment Management*
  - ↗ *Service Valuation and Testing*
  - ↗ *Evaluation*
  - ↗ *Knowledge Management*
- ⇒ Service Design technology-related activities
- ⇒ Organizing for Service Transaction
- ⇒ Technology Considerations
- ⇒ Implementing Service Transaction
- ⇒ Challenges, Critical Success Factors and Risks

#### **Life Cycle Phase – Service Operation**

- ⇒ Introduction
- ⇒ Service Operation Principles
- ⇒ Service Operation Processes
  - ↗ *Event Management*
  - ↗ *Incident Management*
  - ↗ *Request Fulfillment*
  - ↗ *Problem Management*
  - ↗ *Access Management*
- ⇒ Common Service Operation Activities
- ⇒ Organizing for Service Operation
- ⇒ Technology Considerations
- ⇒ Implementing Service Operation
- ⇒ Challenges, Critical Success Factors and Risks

#### **Life Cycle Phase – Continual Service Improvement (CSI)**

- ⇒ Introduction
- ⇒ CSI Principles
- ⇒ CSI Processes
  - ↗ *7 Steps Improvement Process*
  - ↗ *Service Reporting*
  - ↗ *Service Measurement*
  - ↗ *Return on Investment for CSI*
  - ↗ *Business questions for CSI*
  - ↗ *Service Level Management*
  - ↗ *Access Management*
- ⇒ CSI Methods and Techniques

### **ITIL V3 Foundation Course – 2 Days**

- ⇒ Organizing for CSI
- ⇒ Technology Considerations
- ⇒ Implementing CSI
- ⇒ Challenges, Critical Success Factors and Risks

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