

IT Infrastructure Library (ITIL) Training

- **Course Number:** ITIL
- **Length:** 1 Day(s)

Certification Exam

This course, in conjunction with **ITSM**, will help you prepare for the following exam:

- **ITSM Foundation Certificate (EXIN)**

Course Overview

The IT Infrastructure Library (ITIL) is a collection of documents that are used to support the implementation of a framework for IT Service Management (ITSM). Taken as a whole, ITIL provides a comprehensive set of guidelines for management processes linking the technical implementation and operations guidelines recommended by specific equipment or software manufacturers and the strategic management, operations management and financial management of a modern business.

Prerequisites

Familiarity with IT Services is recommended.

Audience

This course is for Project Managers, Business Process Analysts, IT Consultants, and others who seek to implement ITIL best practices.

Course Outline

- Course Introduction
- Course Introduction
- What is ITIL?
- What is ITIL?
- ITIL and QOS
- Who's Using ITIL?
- Benefits of Using ITIL
- Benefits to the Customer and User
- Benefits of ITIL to IT
- Implementation Problems
- Seven Disciplines of ITIL
- What Is ITSM?
- Eleven Practices of ITSM
- Service Delivery & Service Support
- ITIL Big Picture
- Chapter 1 Review
- Service Delivery
- Service Level Management
- Goals
- Roles & Responsibilities
- Procedures

- Action Steps
- Benefits
- Potential Consequences
- Capacity Management
- Goals
- Roles & Responsibilities
- Procedures
- Action Steps
- Benefits
- Potential Consequences
- Availability Management
- Goals
- Roles & Responsibilities
- Procedures
- Action Steps
- Benefits
- Potential Consequences
- IT Service Continuity Mgmt
- Goals
- Roles & Responsibilities
- Procedures
- Action Steps
- Benefits
- Potential Consequences
- Financial Mgmt for IT Service
- Goals
- Roles & Responsibilities
- Procedures
- Action Steps
- Benefits
- Potential Consequences
- Chapter 2 Review
- Service Support
- Incident Management
- Goals
- Roles & Responsibilities
- Process Summary
- Action Steps
- Benefits for Business
- Benefits for IT
- Potential Consequences
- Problem Management
- Introduction
- Relationship with Incident Management
- Goals
- Roles & Responsibilities
- Procedures
- Action Steps
- Benefits
- Potential Consequences
- Configuration Management
- Key Concepts

- Goals
- Roles & Responsibilities
- Procedures
- Action Steps
- Benefits
- Potential Consequences
- Change Management
- Introduction
- Goals
- Roles & Responsibilities
- Procedures
- Action Steps
- Benefits
- Potential Consequences
- Release Management
- Goals
- Procedures
- Action Steps
- Benefits
- Potential Consequences
- Service Desk
- Goals
- Architecture
- Service Desk Activities
- Responsibilities
- Customer Support
- Incident Classification
- Incident Completion
- Service Quality
- Key Success Factors
- Quick Wins: Examples
- Potential Problems
- Chapter 3 Review
- Security Management
- Introduction
- Goals
- Roles & Responsibilities
- Procedures
- Action Steps
- Interface with Other ITSM Disciplines
- Management Oversight
- Benefits
- Potential Consequences
- Chapter 4 Review
- ICT Infrastructure Management
- Overview
- Design and Planning
- Objectives
- Inputs
- Processes
- Deliverables
- Roles & Responsibilities

- Management Processes
- Deployment
- Benefits
- Costs
- Possible Problems
- Roles & Responsibilities
- Management Processes
- Design Phase
- Build Phase
- Rollout Phase
- Operations
- Management Processes
- Management of ICT Infrastructure Events
- Inputs
- Deliverables
- Roles & Responsibilities
- Technical Support
- Goals
- Management Processes
- Inputs
- Deliverables
- Roles & Responsibilities
- Chapter 5 Review
- Applications Management
- Introduction
- Positioning Of Application Management
- Managing the Business Value
- Aligning Business and IT
- Key Business Drivers
- Managing the Application “Portfolio”
- Aligning the Delivery Strategy
- The Application Management Lifecycle
- Requirements Phase
- Design Phase
- Build Phase
- Deploy Phase
- Operate Phase
- Optimize Phase
- Roles And Functions
- Goals and Metrics
- Benefits of Application Management
- Potential Consequences
- Chapter 6 Review
- Planning to Implement Service Mgmt
- Introduction
- Methodology
- Optimal State
- Current State
- Desired State
- The Path
- Milestones
- Sustaining Momentum

- Chapter 7 Review
- The Business Perspective
- Overview
- The Value of IT
- Value Perspective
- Business/IT Alignment
- Understanding the Business Viewpoint
- Managing Service Provision
- Roles, Responsibilities & Interfaces
- Chapter 8 Review
- Course Closure
- Course Closure