



Course Content and Pre-Assessment

Name: _____

Company: _____

Course Description:

This course, based on the ITIL best practice service lifecycle approach, provides IT Managers, Practitioners and anyone who uses IT services with a practical understanding of the key concepts, principles, processes and functions that enables successful IT Service Management (ITSM) provision. Specific topics include: service lifestyle, service strategy, service design, service transition, service operation & continual service improvement

Prerequisites:

Experience and knowledge of IT computing environments

The **ITIL Foundations v3** course will cover the topics listed below. Please check each item and designate if you already Know, Need Refresher, or Don't Know. Please be honest with yourself as this is a tool to place you in a proper class based on your level of knowledge. This is our method of indicating your level of current knowledge in order to best meet your needs.

K= Know
 R= Refresher
 DK= Don't Know

K R DK

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K R DK

Service Lifecycle

- ITIL's Approach to Service Management
- Value Creation
- The Benefits of ITIL
- Organizational Context
- Governance
- The Process Model
- Overall ITIL Lifecycle

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Service Strategy

- Utility and Warranty
- Service Models
- Service Provider Types
- Delivery Models
- Key Service Strategy Activities
- Financial Management
- Service Portfolio Management
- Business Service Management
- Service Portfolio
- Demand Management

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Service Design

- Service Design Path
- Business Change Process
- Design Management
- Five Aspects of Service Design
- Service Solutions
- Portfolio
- Technology Architecture and Management Systems
- Processes and Measurements
- Methods and Metrics

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Service Transition

- The Service V-Model
- Change Management
- Scope, Roles and Responsibility
- The R's of Change
- Asset and Configuration Management
- Knowledge Management
- Processes within Service Transition
- Transition Planning and Support
- Release and Deployment Management
- Testing, Validation and Evaluation

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Service Operation

- Value as Seen by the Customer
- Operational Functions
- Service Desk and Technical Management
- Application Management
- IT Operations Management
- Services vs. Components
- Stability vs. Responsiveness
- Quality vs. Cost
- Reactive vs. Proactive and New Processes
- Request Fulfillment
- Access and Changed Processes
- Incident Management and Problem Management

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Continual Service Improvement

- CSI Activities
- Required Skills
- Metrics
- CSI Model

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• Seven Steps of Improvement	—	—	—	• Improving Processes within the Service Lifecycle	—	—	—
• Role of Measurements	—	—	—	• Growth and Maturity of Service	—	—	—
• Continual Realignment of IT to Business Requirements	—	—	—	• Management Processes of Measure	—	—	—
				• Analyze and Review	—	—	—