

ITIL V3 Orientation

- **Course Length:** 1 Day

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 Outline

Course Introduction 6m

Course Introduction

Chapter 01 - Introduction to ITSM 35m

Introduction to ITSM

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

IT Service Lifecycle Management

IT Resource Management

IT Quality Management

IT Security Management

IT Service Provider Capability Model

The Service Provider Model Deployed

Good Practice

Service

Function-Process-Role

Chapter 01 - Review

Chapter 02 - Introduction to ITIL Version 3 16m

Introduction to ITIL Version 3
ITIL History
ITIL Description
ITIL v3 Service Lifecycle
ITIL v3 Service Lifecycle Management Processes
Managing Services with ITIL
Chapter 02 - Review

Chapter 03 - Service Strategy

20m

Service Strategy
The Service Lifecycle
Service Strategy Objective
Service Strategy Processes
Service Strategy - Principles
Value Creation
Utility & Warranty
Service Assets
Service Provider Types
Service Portfolio
Service Portfolio Management
Chapter 03 - Review

Chapter 04 - Service Design

21m

Service Design
The Service Lifecycle
ITSM Service Design Objective
Service Design Processes
Service Design Principles
Service Portfolio Design
Technology Design
Process Design
Measurement Design
Service Provider Models
Chapter 04 - Review

Chapter 05 - Service Transition

13m

Service Transition
The Service Lifecycle
Service Transition Objective
Service Transition Processes
Service Transition Goals
Service Transition Value to the Business
Chapter 05 - Review

Chapter 06 - Service Operation

28m

Service Operation
The Service Lifecycle
Service Operation Objective
Service Operation Processes
Service Operation Technology Domains
Service Operation Management Domains
Service Operation Goals
Service Operation Principles
Service Operation Value to the Business
Chapter 06 - Review

Chapter 07 - Continual Service Improvement

27m

Continual Service Improvement
The Service Lifecycle
CSI Objective
CSI Model
CSI Goal
The Principles of CSI
CSI Benchmarks
Ownership
Drivers
Service Level Management
Continual Improvement
Service Measuring & Reporting Frameworks
Chapter 07 - Review
Course Closure

Total Duration: 2h 46m