

ITIL 2011 EDITION

Course Specifications:

Course length: 3.0 day(s)

Course Description:

The ITIL[®] 2011 Edition course is the entry level certification course for IT Service Management Best Practices training in ITIL. This course covers the latest version of core ITIL best practices presented from a lifecycle perspective. The course introduces the principles and core elements of IT service management (ITSM) based on ITIL 2011 Edition. ITIL 2011 Edition is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency.

This course is delivered using an exciting case study designed to further enhance and cement the candidates understanding of ITIL 2011 Edition. Students who have attended this course are suitably prepared to successfully take the associated ITIL 2011 Edition certification test which is a requirement for attending any of the further learning courses (ITIL intermediate level training) available in this track.

Course and Learning Objectives:

At the end of this course, you will be able to:

- Identify the principles and concepts of IT Service Management based on ITIL 2011 Edition.
- Identify the best practices of implementing ITIL 2011 Edition in an organization.
- Define the terminology used in ITIL 2011 Edition
- Identify the concepts and definitions used in the Service Lifecycle.
- Define Service Strategy concepts
- Define Service Design concepts
- Define Service Operations concepts
- Define Service Transition concepts
- Define Continual Service Improvement concepts
- Define the roles, processes, and components within key areas of IT Service Management based on ITIL 2011 Edition
- Prepare the student to take the ITIL 2011 Edition Certification exam

Course Approach:

Participants will learn the principles and core elements of the service lifecycle approach to IT Service Management according to ITIL 2011 Edition. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL 2011 Edition certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. Quint Wellington Redwood's integrated case study deepens the participant's appreciation of how ITIL best practices can be applied in order to improve IT performance.

Prerequisites:

There are no pre-requisites for this course, although a basic knowledge of Service Management concepts will be helpful.

Credits:

Upon successfully achieving the ITIL 2011 Edition certificate, the student will be recognized with 2 credits in the ITIL[®] qualification scheme.

Project Management Institute - Professional Development Units (PDUs) = 21

Target Audience:

IT Professionals, IT Support Staff, Application, Project and Business Managers, Any member of an IT team involved in the delivery of IT Services.

COURSE OUTLINE

1. INTRODUCTION

- Introduction/Housekeeping
- Introduction to key ITIL concepts
- IT as a Service
- Introduction to processes and process management
- The ServiceLifecycle approach

2. SERVICE STRATEGY

- Purpose, goal, objectives & Scope
- Value Creationthrough Services
- Assets - Resources and Capabilities

- Service Strategy - Main activities
- Service Strategy processes
- Service Portfolio management
- Demand management
- Financial management
- Business Relationship Management

3. SERVICE DESIGN

- Purpose, goal, objectives & Scope
- Service Design processes
- The 4 P's
- Service Design aspects
- Service Catalog Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Service Portfolio
- Information Security Management
- Supplier management
- Design Coordination

4. SERVICE TRANSITION

- Purpose, goal, objectives & Scope
- Service Transition value to the business
- Technology and architecture in Service Transition
- Service Transition Processes
- Change Management

- The 7 R's of Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Knowledge Management

5. SERVICE OPERATION

- Purpose, goal, objectives & Scope
- Service Operation definitions
- The Service Desk
- Technical Management
- Application Management
- IT Operations Management
- Service Operations Processes
- Event Management
- Request Fulfillment
- Problem Management
- Access Management

6. CONTINUAL SERVICE IMPROVEMENT

- Purpose, goal, objectives & Scope
- Models and Processes
- The Deming Cycle
- Measurement and metrics
- Continual Service Improvement activities
- Risk management
- Continual Service Improvement interfaces
- Interface with Service Level Management