

ITIL foundation Course (3-day)

Day 1:

Unit 1: Course Introduction

- Student and instructor introduction
- ITIL foundation training
- Course objectives
- Course Agenda
- ITIL Qualification Scheme
- Exercise

Unit 2: Service Management as a Practice

- Best Practice in public domain
- ITIL as a good practice
- Concept of Service
- Concept of Service Management
- Processes and Functions
- Roles and Responsibilities
- The RACI Model
- Exercise
- Module Summary
- Test Questions for Service Management as a Practice

Unit 3: Service Lifecycle

- The Service Lifecycle
- Basic concepts of Service Strategy
- Basic Concepts of Service Design
- Basic Concepts of Service Transition
- Basic Concepts of Service Operation
- Basic Concepts of Continual Service Improvement
- Exercise
- Module Summary

Day 2:

Unit 4: Service Strategy

- Basic Concept of Service Strategy
- Principals and Models of Service Strategy
- Processes of Service Strategy
 - Service Portfolio Management
 - Financial Management for IT Services
 - Business Relationship Management
- Module Summary
- Test Questions for Service Strategy

Unit 5: Service Design

- Basic Concepts of Service Design

- Principals and Models of Service Design
 - Service Solutions for New or Changed Service
 - Management Information Systems and Tools
 - Technology Architecture and Management Architecture
 - Processes Required
 - Measurement Methods and Metrics
- Processes of Service Design
 - Design Coordination
 - Service Level Management
 - Service Catalogue Management
 - Availability Management
 - Information Security Management
 - Supplier Management
 - Capacity Management
 - IT Service Continuity Management
- Exercise
- Module Summary
- Test Questions for Service Design

- Unit 6: Service Transition
 - Change Management
 - Service Asset and Configuration Management
 - Release and Deployment Management
 - Transition Planning and Support
 - Knowledge Management
- Exercise
- Module Summary
- Test Questions for Service Transition

Day 3:

- Unit 7: Service Operation
 - Event Management
 - Incident Management
 - Request Fulfillment
 - Problem Management
 - Asset Management
 - Service Operation Functions
 - The Service Desk Function
 - The Technical Management Function
 - The Application Management Function
 - The IT Operation Management Function
- Exercise
- Module Summary
- Test Questions for Service Operation

- Unit 8: Continual Service Improvement
 - Basic Concepts of CSI
 - Principals and Models of CSI

CSI Process
Module Summary
Test Questions for Continual Service Improvement

Unit 9: Technology and Architecture
Service Automation
Competence and Skills for Service Management
Competence and Skills Framework
Training
Module Summary