ITIL: Managing Across the Lifecycle

| Course Introduction 20m Lesson: Course Organization 20m Welcome to the Course! Mentoring Community Introductions What do you Expect? 1000000000000000000000000000000000000 | Course Introduction | 2m |
|--|--|--------|
| Lesson: Course Organization Welcome to the Coursel Mentoring Community Introductions Why Are You Here? Using Bloom's Taxonomy What do you Expect? Housekeeping in the Online Classroom Lesson: Course Conventions & Agenda Conventions Used Quizzes & Exercises ITIL Qualification Scheme ITIL MaLC Exam Getting Started in an Online Classroom What's Unique About this Course Chapter 02 - Introduction to Managing Across the Lifecycle 1h 49m Lesson: The Practice of Service Management Services Service Management The Service Management Global ITSM Domain Map IT Service Management Lifecycle Lesson: Service Value Across the Lifecycle The IT Service Management Lifecycle Esson: Service Strategy Service Strategy Service Service Value Across the Lifecycle The IT Service Management Lifecycle Processes Coordinal Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Service Diprovement Integration of Lifecycle Processes Core, Enabling & Enhancing Services Graphici Service Management Us | Course Introduction | |
| Lesson: Course Organization Welcome to the Coursel Mentoring Community Introductions Why Are You Here? Using Bloom's Taxonomy What do you Expect? Housekeeping in the Online Classroom Lesson: Course Conventions & Agenda Conventions Used Quizzes & Exercises ITIL Qualification Scheme ITIL MaLC Exam Getting Started in an Online Classroom What's Unique About this Course Chapter 02 - Introduction to Managing Across the Lifecycle 1h 49m Lesson: The Practice of Service Management Services Service Management The Service Management Global ITSM Domain Map IT Service Management Lifecycle Lesson: Service Value Across the Lifecycle The IT Service Management Lifecycle Esson: Service Strategy Service Strategy Service Service Value Across the Lifecycle The IT Service Management Lifecycle Processes Coordinal Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Service Diprovement Integration of Lifecycle Processes Core, Enabling & Enhancing Services Graphici Service Management Us | Chapter 01 - Course Introduction | 20m |
| Welcome to the Course! Mentoring Community Introductions Why Are You Here? Using Bloom's Taxonomy What do you Expect? Housekeeping in the Online Classroom Lesson: Course Conventions & Agenda Conventions Used Quizzes & Exercises ITIL Qualification Scheme ITIL MaLC Exam Getting Started in an Online Classroom What's Unique About this Course Chapter 01 Review Chapter 01 Review Chapter 01 Review Chapter 01 Review Chapter 01 Review Mat's Unique About this Course Chapter 01 Review Chapter 01 Review Mat's Unique About this Course Chapter 01 Review Chapter 02 - Introduction to Managing Across the Lifecycle Service Management The Practice of Service Management Service Management Global ITSM Domain Map IT Service Nanagement Lifecycle Service Davide Accoss the Lifecycle Service Design Service Transition Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Anagement of Risk Managing Risk & the Lifecycle Architecture of an SKMS Lesson: Introduction to MALC Summary | | |
| Mentoring Community Introductions Why Are You Here? Using Bloom's Taxonomy What do you Expect? Housekeeping in the Online Classroom Lesson: Course Conventions & Agenda Conventions Used Quizzes & Exercises ITIL Qualification Scheme ITIL MaLC Exam Getting Started in an Online Classroom What's Unique About this Course Chapter 01 Review Chapter 02 - Introduction to Managing Across the Lifecycle The Practice of Service Management Service Service Management Service Management Global ITSM Domain Map IT Service Management Global ITSM Domain Map IT Service Management Lifecycle Service Value Across the Lifecycle Service Transition Service Operation Continual Service Introduction Service Operation Continual Service Introduction Lesson: Other Key Concepts Core, Enabling & Enhancing Services Corganizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Management of Risk Managing Risk & the Lifecycle Service of an SKMS Lesson: Introduction to MaLC Summary Litroduction to MaLC Summary | - | |
| Why Are You Here? Using Bloom's Taxonomy What do you Expect? Housekeeping in the Online Classroom Lesson: Course Conventions & Agenda Conventions Used Quizzes & Exercises ITIL Qualification Scheme ITIL MaLC Exam Getting Started in an Online Classroom What's Unique About this Course Chapter 02 - Introduction to Managing Across the Lifecycle 1h 49m Lesson: The Practice of Service Management The Practice of Service Management Service Management IT Service Management If Service Provider Capability Model Lesson: Service Value Across the Lifecycle The IT Service Management Lifecycle Te Practice of Service It lifecycle Service Strategy Service Value Across the Lifecycle The IT Service Management Lifecycle Service Se | | |
| Using Bloom's Taxonomy What do you Expect? Housekeeping in the Online Classroom Lesson: Course Conventions & Agenda Conventions Used Quizzes & Exercises ITIL Qualification Scheme ITIL MaLC Exam Getting Started in an Online Classroom What's Unique About this Course Chapter 01 Review Chapter 03 Service Management Services Service Management IT Service Management IT Service Management IT Service Management If Service Management If Service Management Services Service Value Across the Lifecycle The IT Service Management Lifecycle Service Design Service Transition Service Orocepts Coordination & Collaboration Lesson: Other Key Concepts Cordination Scoleses Corganizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledga Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary | · · · · · · · · · · · · · · · · · · · | |
| What do you Expect? Housekeeping in the Online Classroom Lesson: Course Conventions & Agenda Conventions Used Quizzes & Exercises TIL Qualification Scheme The Practice of Service Management Lesson: The Practice of Service Management Services Service Management T Service Management Global ITSM Domain Map T Service Nanagement Lifecycle Lesson: Service Value Across the Lifecycle Service Provider Capability Model Lesson: Service Value Across the Lifecycle Service Drovider Capability Model Lesson: Service Value Across the Lifecycle Service Drovider Capability Model Lesson: Service Value Across the Lifecycle Service Drovider Capability Model Lesson: Other Key Concepts Coordination & Collaboration Lesson: Coperation Cordination & Collaboration Lesso | • | |
| Housekeeping in the Online Classroom Lesson: Course Conventions & Agenda Conventions Used Quizzes & Exercises ITIL Qualification Scheme TIL MaLC Exam Getting Started in an Online Classroom What's Unique About this Course Chapter 02 - Introduction to Managing Across the Lifecycle The Practice of Service Management The Practice of Service Management The Practice of Service Management Services Service Management IT Service Management Global ITSM Domain Map IT Service Provider Capability Model Lesson: Strevice Value Across the Lifecycle The IT Service Management Lifecycle Service Strategy Service Transition Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Claftly Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lif | 0 , | |
| Lesson: Course Conventions & Agenda Conventions Used Quizzes & Exercises ITIL Qualification Scheme ITIL MaLC Exam Getting Started in an Online Classroom What's Unique About this Course Chapter 01 Review Chapter 02 - Introduction to Managing Across the Lifecycle Ith 49m Lesson: The Practice of Service Management The Practice of Service Management Services Service Service Management IT Service Management Global ITSM Domain Map IT Service Value Across the Lifecycle Service Strategy Service Strategy Service Strategy Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Startise Management of Risk Managing Risk & the Lifecycle Startise Service of analysis Lesson: Introduction to MaLC Summary | | |
| Quizzes & Exercises ITIL Qualification Scheme ITIL MaLC Exam Getting Started in an Online Classroom What's Unique About this Course Chapter 01 Review Chapter 02 - Introduction to Managing Across the Lifecycle 1h 49m Lesson: The Practice of Service Management 1h 49m Services Service Management Service Management 1h 49m I Service Service Management 1h 49m Service Strategy Service Service Value Across the Lifecycle Service Transition Service Provider Capability Model Lesson: Other Key Concepts Continual Service Improvement Integration of Lifecycle Processes | | |
| ITIL Qualification Scheme ITIL MALC Exam Getting Started in an Online Classroom What's Unique About this Course Chapter 01 Review Chapter 02 - Introduction to Managing Across the Lifecycle Ihad Service of Service Management The Practice of Service Management Services Service Management IT Service Management Global ITSM Domain Map IT Service Provider Capability Model Lesson: Service Value Across the Lifecycle The IT Service Management Lifecycle Service Strategy Service Transition Service Identity Service Identity Service Identity Service Identity Service Identity Service Identity Service Operation Continual Service Management Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle | Conventions Used | |
| ITIL MaLC Exam Getting Started in an Online Classroom What's Unique About this Course Chapter 02 - Introduction to Managing Across the Lifecycle In 49m Lesson: The Practice of Service Management The Practice of Service Management Services Service Management IT Service Management Global ITSM Domain Map IT Service Provider Capability Model Lesson: Service Value Across the Lifecycle The IT Service Management Lifecycle Service Design Service Design Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RAC to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Sersien: Introduction to MaLC Summary Introduction to MaLC Summary | Quizzes & Exercises | |
| Getting Started in an Online Classroom What's Unique About this Course Chapter 01 Review Chapter 02 - Introduction to Managing Across the Lifecycle The Practice of Service Management The Practice of Service Management Service of Service Management IT Service Management Global ITSM Domain Map IT Service Management IT Service Provider Capability Model Lesson: Service Value Across the Lifecycle The IT Service Management Lifecycle Service Strategy Service Operation Service Operation Service Improvement Integration Service Improvement Integration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Sharing Knowledge Across the Lifecycle Service of Startegy Introduction to MaLC Summary | ITIL Qualification Scheme | |
| What's Unique About this Course Chapter 01 Review Chapter 02 - Introduction to Managing Across the Lifecycle 1h 49m Lesson: The Practice of Service Management Service Service Management Service Management IT Service Management IT Service Management IT Service Provider Capability Model Lesson: Service Value Across the Lifecycle The IT Service Provider Capability Model Lesson: Service Value Across the Lifecycle The IT Service Provider Capability Model Service Strategy Service Transition Service Operation Service Operation Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Management of Risk Management of Risk Management of Service Service Service Service Services Intervent of Management Service Servi | | |
| Chapter 01 Review 1h 49m Lesson: The Practice of Service Management 1h 49m Lesson: The Practice of Service Management 1h 49m Services Service Management IT Service Management 1f Service Management IT Service Provider Capability Model 1f Service Value Across the Lifecycle Service Value Across the Lifecycle 1f Service Value Across the Lifecycle Service Strategy Service Transition Service Operation 2f Service Processes Coordination of Lifecycle Processes 2f Service Service Management Using RACI to Clarify Roles 2f Service Management Functional Roles Analysis Activity Analysis Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Sharing Knowledge Across the Lifecycle Sharing Knowledge Across the Lifecycle | . | |
| Charter 02 - Introduction to Managing Across the Lifecycle 1h 49m Lesson: The Practice of Service Management 1r Services Service Management Services Service Management IT Service Management If Service Management IT Service Provider Capability Model 1r Lesson: Service Value Across the Lifecycle 1r The IT Service Management Lifecycle Service Value Across the Lifecycle Service Operation Service Operation Service Design Service Operation Service Operation Collaboration Cordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Service Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Sharing Knowledge Across the Lifecycle Sharing Knowledge Across the Lifecycle Sharing Knowledge Across the Lifecycle Sharing Knowledge Across the Lifecycle Sharing Knowledge Across the Lifecycle Sharing Knowledge Across the Lifecycle Sharing Knowledge Across the Lifecycle Sharing Knowledge Across the Lifecycle Sharing Knowledge Across the Lifecycle <td< td=""><td>•</td><td></td></td<> | • | |
| Lesson: The Practice of Service Management Services Service Management IT Service Management Global ITSM Domain Map IT Service Provider Capability Model Lesson: Service Value Across the Lifecycle The IT Service Management Lifecycle Service Strategy Service Design Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary | Chapter 01 Review | |
| Lesson: The Practice of Service Management Services Service Management IT Service Management Global ITSM Domain Map IT Service Provider Capability Model Lesson: Service Value Across the Lifecycle The IT Service Management Lifecycle Service Strategy Service Design Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary | Chapter 02 - Introduction to Managing Across the Lifecycle | 1h 49m |
| The Practice of Service Management Services Service Management IT Service Management Global ITSM Domain Map IT Service Provider Capability Model Lesson: Service Value Across the Lifecycle Lesson: Service Value Across the Lifecycle Service Strategy Service Design Service Transition Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | | |
| Services Service Management IT Service Management Global ITSM Domain Map IT Service Provider Capability Model Lesson: Service Value Across the Lifecycle The IT Service Management Lifecycle Service Strategy Service Design Service Design Service Transition Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary | Ū | |
| Service Management IT Service Management Global ITSM Domain Map IT Service Provider Capability Model Lesson: Service Value Across the Lifecycle The IT Service Management Lifecycle Service Strategy Service Design Service Transition Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary | | |
| IT Service Management Global ITSM Domain Map IT Service Provider Capability Model Lesson: Service Value Across the Lifecycle The IT Service Management Lifecycle Service Strategy Service Design Service Design Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | | |
| Global ITSM Domain Map IT Service Provider Capability Model Lesson: Service Value Across the Lifecycle The IT Service Management Lifecycle Service Strategy Service Design Service Design Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary | • | |
| Lesson: Service Value Across the Lifecycle The IT Service Management Lifecycle Service Strategy Service Design Service Transition Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RAC1 to Clarify Roles Functional Roles Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | • | |
| The IT Service Management Lifecycle Service Strategy Service Design Service Transition Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | IT Service Provider Capability Model | |
| Service Strategy Service Design Service Transition Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | Lesson: Service Value Across the Lifecycle | |
| Service Design Service Transition Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | The IT Service Management Lifecycle | |
| Service Transition Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | Service Strategy | |
| Service Operation Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | Service Design | |
| Continual Service Improvement Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | Service Transition | |
| Integration of Lifecycle Processes Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | Service Operation | |
| Coordination & Collaboration Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | | |
| Lesson: Other Key Concepts Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | | |
| Core, Enabling & Enhancing Services Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | | |
| Organizing for Service Management Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | | |
| Using RACI to Clarify Roles Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | | |
| Functional Roles Analysis Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | | |
| Activity Analysis Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | • • | |
| Management of Risk Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | • | |
| Managing Risk & the Lifecycle Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | | |
| Sharing Knowledge Across the Lifecycle Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | • | |
| Architecture of an SKMS Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | | |
| Lesson: Introduction to MaLC Summary Introduction to MaLC Summary | | |
| Introduction to MaLC Summary | | |
| • | • | |
| | Checkpoint | |
| Case Study Review | | |
| • | Chapter 02 Review | |
| Chapter 02 Poview | | |

Chapter 03 - Stakeholder Management & Communication

Lesson: Stakeholder Management **BRM Across the Lifecycle BRM & Service Strategy BRM & Service Design BRM & Service Transition BRM & Service Operation BRM & Continual Service Improvement BRM & Communications Business Relationship Management Roles** Lesson: Stakeholder Communication Managing Communications & Commitment Service Models Use in Communication **Design Coordination & Service Definition Communication Strategy** Support & Delivery Communication Communication in the Context of Improvement Lesson: Stakeholder Management & Communication Stakeholder Management & Communication Summary Checkpoint Chapter 03 Review

Chapter 04 - Process Integration

Lesson: Process Integration Across the Lifecycle Global ITSM Domain Map IT Service Provider Capability Model Integration of Lifecycle Processes Impact of Strategy Across the Lifecycle Lifecycle Perspective of Design Lifecycle Inputs & Outputs Service Strategy I/O Service Design I/O Service Transition I/O Service Operation I/O Continual Service Improvement I/O Lesson: Service Strategy Strategy Management for IT Services Strategy Management Business Value Strategy Management Relationships Strategy Management Process Service Portfolio Management SPM Value to the Business **SPM Relationships** Service Portfolio **Financial Management** Financial Management Value to the Business **Financial Management Relationships** Financial Management Major I/O **Demand Management** Demand Management Value to the Business Demand Management Relationships **Business Activity Patterns Business Relationship Management BRM** Value to the Business **BRM Relationships** Lesson: Service Design **Design Coordination Design Coordination Value to the Business Design Coordination Relationships**

3h 2m

Design Coordination Context Service Catalog Management SCM Value to the Business SCM Relationships Service Catalog Management Context Service Level Management SLM Value to the Business **SLM Relationships** Service Level Management Context Availability Management Availability Management Value to the Business Availability Management Relationships Availability Management Context **Capacity Management** Capacity Management Value to the Business **Capacity Management Relationships Capacity Management Context Continuity Management** Continuity Management Value to the Business Continuity Management Relationships **Continuity Management Context** Security Management Security Management Value to the Business Security Management Relationships Security Management Context Supplier Management Supplier Management Value to the Business Supplier Management Relationships Supplier Management Context Lesson: Service Transition **Transition Planning & Support** Transition Planning & Support Value to the Business Transition Planning & Support Relationships Service Planning & Support Context **Change Management** Change Management Value to the Business **Change Management Relationships Change Management Context** Service Asset & Configuration Management SACM Value to the Business SACM Relationships SACM Context **Release & Deployment Management** Release & Deployment Value to the Business **Release & Deployment Relationships Release & Deployment Management Context** Service Validation & Testing Service Validation & Testing Value to the Business Service Validation & Testing Relationships Service Validation & Testing Context Change Evaluation Change Evaluation Value to the Business **Change Evaluation Relationships Change Evaluation Context** Knowledge Management Knowledge Management Value to the Business **Knowledge Management Relationships Knowledge Management Context** Lesson: Service Operation Event Management

Event Management Value to the Business **Event Management Relationships Event Management Context** Incident Management Incident Management Value to the Business **Incident Management Relationships** Incident Management Context **Request Fulfillment** Request Fulfillment Value to the Business Request Fulfillment Relationships **Request Fulfillment Context Problem Management** Problem Management Value to the Business **Problem Management Relationships Problem Management Context** Access Management Access Management Value to the Business Access Management Relationships Access Management Context Lesson: Continual Service Improvement 7-Step Improvement 7-Step Improvement Business Value 7-Step Improvement Relationships 7-Step Improvement Context Lesson: Process Integration Summary **Process Integration Summary** Checkpoint Chapter 04 Review

Chapter 05 - Managing Services Across the Lifecycle

Lesson: Stakeholder Needs The Context of Service Design **Balanced Design** Identify Service Requirements Service Relationships & Dependencies **Business Requirements & Drivers** Service Model **Design Coordination Transition Planning & Support Transition Lifecycle** Lesson: Managing Cross-Lifecycle Processes Knowledge Flow Logical Staff Mobility Service Operation & Strategy Service Operation & Design Service Operation & Transition Service Operation & Improvement Early Lifecycle Involvement Release Build & Test Involvement Lesson: Implementing & Improving Services SLM & Improvement Service Reviews **Customer Satisfaction** Survey Tools & Techniques Trends & Changes in Priority Internal Analysis **External Analysis Define Market Space** Lesson: Challenges, CSFs & Risks Challenges, Risks & Critical Success Factors SS - Challenges SS - Risks

1h 27m

- SS Critical Success Factors
- SD Challenges
- SD Risks
- **SD** Critical Success Factors
- ST Challenges
- ST Risks
- ST Critical Success Factors
- SO Challenges

Chapter 05 Review

SO - Risks

SO - Critical Success Factors CSI - Challenges CSI - Risks CSI - Critical Success Factors Lesson: Managing Services Across the Lifecycle Summary Managing Services Across the Lifecycle Summary Checkpoint

Chapter 06 - Governance

Lesson: Governance What is Governance? Setting Strategies, Policies & Plans Who Governs? Management or Governance Governance Framework Define, Fulfill & Enforce Service Strategy & Governance Sourcing Governance Steering Committee The CAB & Governance **Governance & Management Systems** Lesson: Organizational Structure **Organizational Structure Organizational Development** Stage 1 - Network Stage 2 - Directive Stage 3 – Delegation Stage 4 – Coordination Stage 5 – Collaboration Organizational Departmentalization **Organizational Design** Logical Organization - Strategic Components Logical Organization - Tactical & Operational Components Logical Organization & the Customer Service Design & Organizational Structure Service Transition & Organizational Structures Organizational Context for Service Transition Competence & Training Lesson: Service Provider Types Service Provider Types Internal Service Provider Shared Services Unit **External Services Unit** Choosing a Service Provider Type Considering Service Type Selecting Delivery Strategies Sourcing Structures Lesson: Governance Summary Governance Summary Checkpoint Chapter 06 Review

1h 25m

Chapter 07 - Measurement

Lesson: Measuring **Business Value** Demonstrating Business Value Service Measurement Objectives Measurement & Reporting Frameworks **Reporting Levels** Management Domains **Measurement Definition** Setting Targets **Process Measurements** Scorecard & Reports Metrics CSFs & KPIs **Using Metrics Lesson: Measurement Frameworks Design & Develop Service Measurement Framework** Measurement Framework Grid **Designing Measurement Methods & Metrics** Metrics Tree Monitoring & Control Definitions Monitor Control Loop Control Loop Types Measurements & Monitoring Measurement Types Measurement, Metrics & KPIs Event Management Desired Features Lesson: Measurement Summary **Measurement Summary** Checkpoint Chapter 07 Review

Chapter 08 - Implement & Improving

Lesson: Implementing Service Management **CSI** Approach **Business Questions for CSI** Lifecycle Approach to Strategy Implementation Setting Implementation Strategy **Designing Service Strategy** Transitioning Service Strategy **Operating Service Strategy** Continual Improvement of Service Strategy Lesson: Assessing Service Management Strategic Assessment Internal Environment **External Environment** S.W.O.T Analysis Gap Analysis Service Gap Model **ISO/IEC 20000** Six Sigma Methods CobiT CMMI & eSCM Aligning Assets with Outcomes Assessment & Improvement When to Assess What to Assess

1h 49m

Advantages & Risks of Assessments Value vs. Maturity Benchmarking **Benchmarking Procedure** Benchmarking Costs Value of Benchmarking **Benchmarking Benefits** Who Is Involved? What to Benchmark? Comparison with Industry Norms **Benchmark Approach** Lesson: Improving Service Management CSI Register PDCA & Continual Improvement 7-Step Improvement Process Step 1 – Strategy for Improvement Step 2 – Define Measurement Step 3 – Gather Data Step 4 – Process Data Step 5 – Analyze Information & Data Step 6 – Present & Use Information Step 7 – Implement Improvement Lesson: Key Considerations Service Economics Return on Investment **ROI Focus Business Case Business Impact Analysis Organizational Change** Service Management System Kotter's 8-Steps to Organizational Change Establish Sense of Urgency Form Guiding Coalition Create Vision Communicate the Vision Empower Others to Act on Vision Plan for & Create Short-Term Wins **Consolidate Improvements & Produce More Change** Institutionalize the Change Planning & Implementing Support Technology Lesson: Implementing & Improving Summary Implementing & Improving Summary Checkpoint Chapter 08 Review CourseClosure

Total Duration: 11h 48m