

ITIL Foundation (Revision 1.6)

Course Introduction

4m

Course Introduction

Chapter 01: Course Introduction

14m

Lesson: Course Organization

Welcome to the Course!

Classroom Introductions

Mentoring Community Introductions

Why Are You Here?

Using Bloom's Taxonomy

What Do You Expect?

Housekeeping Online

Lesson: Course Conventions

Conventions Used

Quizzes & Exercises

Lesson: Course Agenda

ITIL Qualification Scheme

ITIL Foundation Certification Exam

Getting Started with an Online Class

Chapter 01 Review

Chapter 02: Introduction to ITSM

54m

Lesson: ITSM as a Practice

IT Service Management

Critical Success Factors

ITIL History

ITIL Description

Need-to-Know ITSM Concepts

Good Practice

Customers

Service

Service Value

Utility Effect

Warranty Effect

Function - Process - Role

What is a Process?

Process Characteristics

Service Owner & Process Owner

The RACI Model

ITSM as a Practice Summary

Lesson: ITSM Lifecycle

The IT Service Management Lifecycle

Lifecycle-Oriented ITIL

Service Lifecycle Processes

IT Governance & Service Lifecycle

The Service Lifecycle - Value to the Business

ITSM Lifecycle Summary

Lesson: ITSM Summary

ITSM Introduction Summary

ITSM Introduction Checkpoint

Review of End of Chapter Quiz

Chapter 02 Review

Chapter 03: Continual Service Improvement

39m

Lesson: CSI Introduction

CSI & the Service Lifecycle
Managing Across the Lifecycle
Purpose, Goals & Objectives of CSI
Scope of CSI
Value of CSI
Principles of CSI
Governance
CSI & Organizational Change
PDCA & Continual Improvement
CSI Approach
Baselines
Metrics & Measurement
Critical Success Factors

Lesson: 7-Step Improvement Process

Purpose, Goals & Objectives
Scope
Business Value
Policies, Principles & Concepts
7-Step Improvement Process

Lesson: CSI Summary

Continual Service Improvement Summary
CSI Checkpoint
Review of End of Chapter Quiz
Chapter 03 Review

Chapter 04: Service Operation

1h 55m

Lesson: Introduction to Service Operation

Service Operation & the Service Lifecycle
Managing Across the Lifecycle
Purpose, Goals & Objectives of Service Operation
Scope of Service Operation
Value of Service Operation
Principles of Service Operation
Organizing Service Operation
Balancing External & Internal Views
Balancing Stability & Responsiveness
Balancing Quality & Cost of Service
Balancing Reactive & Proactive
Providing Service
Integrating Service Operation, Transition & Design
Communication's Role in Service Operation
Service Operation Documentation

Lesson: Service Operation Processes

The Service Operation Model
The Processes of Service Operation
Incident Management Introduction
Purpose, Goals & Objectives of Incident Management
Scope of Incident Management
Value of Incident Management
Concepts of Incident Management
Activities of Incident Management
Incident Logging
Incident Categorization
Categorization

Priority
Incident Diagnosis
Escalation
Incident Resolution & Recovery
Incident Closure
Expanded Incident Lifecycle
Incident Management Relationships
Incident Management Summary
Event Management
Event Management Measures & Outcomes
Request Fulfillment
Request Fulfillment Measures & Outcomes
Problem Management Introduction
Purpose, Goals & Objectives of Problem Management
Scope of Problem Management
Value of Problem Management
Concepts of Problem Management
Activities of Problem Management
Problem Management Relationships
Problem Management Summary
Access Management
Access Management Measures & Outcomes
Lesson: Service Operation Functions
Introduction to Service Operation Functions
Introduction to Service Desk
Service Desk Function
The Role of the Service Desk
Purpose, Goals & Objectives of the Service Desk
Organizational Structures of Service Desk
Service Desk Staffing
Service Desk Metrics
Introduction to Technical Management
Role of Technical Management
Introduction to Application Management
Role of Application Management
Introduction to IT Service Operations Management
Role of IT Operations Management
Service Operation Functions Summary
Lesson: Service Operation Summary
Service Operation Summary
Service Operation Checkpoint
Review of End of Chapter Quiz
Chapter 04 Review

Chapter 05: Service Transition

1h 21m

Lesson: Introduction to Service Transition

Service Transition & the Service Lifecycle
Managing Across the Lifecycle
Purpose, Goals & Objectives of Service Transition
Scope of Service Transition
Value of Service Transition
Principles of Service Transition

Lesson: Service Transition Processes

The Service Transition Model
Transition Planning & Support
Transition Planning & Support Measures & Outcomes

Introduction to Change Management
Purpose, Goals & Objectives of Change Management
Scope of Change Management
Value of Change Management
Concepts of Change Management
Activities of Change Management
The Change Advisory Board (CAB)
Change Types
Change Model
Change Proposal
Change Process Flow
Create & Review Request for Change
Assess & Evaluate Request for Change
Authorize Change
Coordinate Change
Review & Close Change
Standard Change
Relationships
Change Management Summary
Service Asset & Configuration Management
Configuration Management System
SACM Measures & Outcomes
Release & Deployment Management
Definitive Media Library
Release & Deployment Measures & Outcomes
Knowledge Management
Knowledge Management Measures & Outcomes
Lesson: Summary of Service Transition
Service Transition Summary
Service Transition Checkpoint
Review of End of Chapter Quiz
Chapter 05 Review

Chapter 06: Service Design

1h 41m

Lesson: Service Design Introduction

Service Design & the Service Lifecycle
Managing Across the Lifecycle
Purpose, Goals & Objectives of Service Design
Scope of Service Design
Value of Service Design
Principles of Service Design

Lesson: Service Design Processes

Introduction to Design Coordination
Design Coordination Overview
Purpose, Goals & Objectives
Scope
Value to the Business
Introduction to Service Level Management
Purpose, Goals & Objectives of Service Level Management
Scope of Service Level Management
Value of Service Level Management
Concepts of Service Level Management
Activities of Service Level Management
Overview of Service Level Management Process
SLA Frameworks
SLRs & SLAs

SLA Monitoring
Service Level Agreement Monitoring Chart
Improving Customer Satisfaction
Managing Underpinning Agreements
Service Reporting
Service Improvement Plan (SIP)
Managing & Revising SLAs and UCs
Contacts & Relationships
Feedback
Service Level Management Relationships
Service Level Management Summary
Service Catalog Management
Service Catalog Views
Service Catalog Management Measures
Capacity Management
Concepts of Capacity Management
Capacity Management Measures & Outcomes
Availability Management
Concepts of Availability Management
Levels & Aspects of Availability
Availability Management Measures & Outcomes
IT Service Continuity Management
Value of ITSCM
Concepts of ITSCM
Service Continuity Management Measures & Outcomes
Information Security Management
Concepts of Information Security Management
Information Security Management Measures & Outcomes
Supplier Management
Activities of Supplier Management
Supplier Categorization Matrix
Supplier Management Measures & Outcomes
Lesson: Service Design Summary
Service Design Summary
Service Design Checkpoint
Review of End of Chapter Quiz
Chapter 06 Review

Chapter 07: Service Strategy

1h 3m

Lesson: Service Strategy Introduction

Service Strategy & the Service Lifecycle
Managing Across the Lifecycle
Purpose, Goals & Objectives of Service Strategy
Scope of Service Strategy
Value of Service Strategy
Principles of Service Strategy
Value Creation
Utility & Warranty Combined
Service Assets
Marketing Mindset
Service Provider Types
Service Structures
Service Strategy Fundamentals
Service Portfolio
Service Automation

Lesson: Service Strategy Activities

Introduction to Service Portfolio Management
Service Portfolio Overview
Purpose Goals & Objectives
Scope
Value to the Business
Introduction to Financial Management
Purpose, Goals & Objectives of Financial Management
Scope of Financial Management
Value of Financial Management
Introduction Business Relationships Management
Purpose, Goals & Objectives of Business Relationships Management
Scope of Business Relationships Management
Business Value
Lesson: Service Strategy Summary
Service Strategy Summary
Service Strategy Checkpoint
Review of End of Chapter Quiz
Chapter 07 Review
Course Closure

Total Duration: 7hrs 53m