ITIL: Managing Across the Lifecycle

Course Introduction   **2m**
Course Introduction

Chapter 01 - Course Introduction   **20m**
Lesson: Course Organization
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 02 - Introduction to Managing Across the Lifecycle   **1h 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 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
Checkpoint
Case Study Review
Chapter 02 Review

Chapter 03 - Stakeholder Management & Communication   52m

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   3h 2m

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

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   1h 27m
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

SS - Critical Success Factors
SD - Challenges
SD - Risks
SD - Critical Success Factors
ST - Challenges
ST - Risks
ST - Critical Success Factors
SO - Challenges
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 05 Review

Chapter 06 - Governance   1h 25m
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

Chapter 07 - Measurement   1h

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   1h 49m

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

Total Duration: 11h 48m