

Description

The purpose of the ITIL Foundation training in IT Service Management is to enable the participant to learn the terminology, structure and basic concepts of ITIL, learn about 26 ITIL processes and 4 functions about Service Management.

5 basic ITIL books to be covered in education

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Who Should Attend

IT employees who want to take the ITIL Foundation certification exam

IT professionals who want to align their organization with ITIL processes due to Legislation and Legal Requirements

All IT professionals, IT project managers, IT managers, IT project or team members, network operators, business process analysts, IT architects, consultants, system integrators, help desk personnel and managers who want to improve IT service quality and use their resources in the most effective way, and anyone working in other IT related positions can participate.

Outline

ITIL Foundation and Service Management Fundamentals

- Service Concept
- Service Management Concept
- Processes and Functions
- RACI Model
- Roles and Responsibilities

ITIL Service Life Cycle

- Service Life Cycle
- Basic Concepts of Service Strategy
- Basic Concepts of Service Design
- Basic Concepts of Service Transition
- Basic Concepts of My Service Study
- Continuous Service Improvement Basic Concepts

ITIL Service Strategy

- Life Cycle Service Strategy
- Basic Concepts of Service Strategy
- Principles and Models of Service Strategy
- Process of Service Strategy

ITIL Service Design

- Service Design in Life Cycle
- Basic Concept of Service Design
- Principles and Models of Service Design
- Service Design Processes

ITIL Service Transition

- Service Transition in the Life Cycle
- Change management
- Service Asset and Configuration Management
- Broadcast and Distribution Management
- Transition Planning and Support
- Knowledge management

ITIL Service Operation

- Service Work in Life Cycle
- Event Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Operation Functions

Continuous service improvement

- CSI in the Life Cycle
- CSI Basics
- CSI Principles and Models
- CSI - Seven Steps Improvement Process

ITIL Technology and Architecture

- Service Automation
- Competencies and Skills for Service Management
- Competence and Skills Framework
- Training

Prerequisites

There are no prerequisites.