About the Topic

ITIL® v3: Achieving Foundation Certification
The Information Technology Infrastructure Library (ITIL) is a set of concepts and policies for managing information technology (IT) infrastructure, development and operations. The ITIL contains a comprehensive description of the processes involved in managing IT services. The Manager’s Certificate in Information Technology (IT) Service Management is an international certificate recognized by the Central Computer and Telecommunication Agency (CCTA)

Audience: -
Those who want to achieve ITIL v3 Foundation Certification.

Objectives:
1. Prepare for and take the ITIL v3 Foundation Certification Exam
2. Identify opportunities to develop IT processes using ITIL v3
3. Interact with IT teams using ITIL terminology and concepts
4. Explore the components of Service Management processes
5. Recognize the importance of IT and business integration
6. Explain the benefits of Continual Service Improvement to the organization
Contents

Prerequisites: General IT knowledge is assumed

Contents

ITIL Fundamentals
Origins, development and governance
  Defining IT Service Management
  Reviewing the structure and scope of the Foundation Certification Examination
  People, process, technology and partners

The Five Core Processes
  Service Strategy
  Service Design
  Service Transition
  Service Operation
  Continual Service Improvement

Service Management as a Practice
Concepts of Service Management
  The efficient development of new services and the improvement of existing services
  Good practice
  Functions, Roles and Processes

The Service Lifecycle
  The ongoing design, development and utilization of services
  Utility and Warranty
  Service Design and the business
  IT and the business integration
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ITIL v3 Core Concepts

Identifying and documenting the services
- Service Portfolio
- Service Catalog
- Business case
- Risk
- Service model
- Service provider
- Supplier
- Service Level Agreement (SLA)
- Operational Level Agreement (OLA)
- Contract
- Service Design Package (SDP)

Data information and knowledge
- Configuration Management System
- Service Knowledge Management System (SKMS)
- Definitive Media Library (DML)

Optimizing the infrastructure
- Service Request
- Change and Release
- The seven Rs of Change Management
- Event, Alert and Incident
- Problem and Workaround
- Known Error and Known Error Database (KEDB)
- Service Measurement
- Availability
- Diagrams to illustrate the infrastructure
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ITIL v3 Key Principles and Models

Service Strategy
- The three types of Service Providers
- Perspective, position, plan or pattern

Service Design
- Service Portfolio design
- Technology design
- Process design
- Insourcing, outsourcing and partnership

Service Transition
- The Service V model
- Business value, asset and configuration management

Service Operation
- Quality of Service vs. Cost of Service
- Reactive vs. proactive

Continual Service Improvement
- Plan, Do, Check, Act
- Business mission, goals and objectives

ITIL v3 Processes

The roles in Service Management
- Defining the market
- Strategic assets
- Service Level Management
- Information Security Management
- Supply Management
Resilience and reliability in Service Management
Availability Management
Event Management
Release and Deployment Management

Service Management Functions and Roles
Outlining IT organization functions
Service Desk function
Technical Management function
IT Operations function
Process owner
Service owner

Defining service roles
Service Design roles
Service Transition roles
Service Operation roles
Continual Service Improvement roles