ITIL Foundation

Topics:

- IT Service Management definitions; Service, Utility, Warranty, Customer, User, Service management, Sponsor

- Key concepts of value creationeng

- Key concepts of service relationships; service offering; service provision; service consumption; service relationship management

- The nature, use and interaction of 7 ITIL guiding principles; Focus on value; Start where you are; Progress iteratively with feedback; Collaborate and promote visibility; Think and work holistically; Keep it simple and practical; Optimize and automate

- The 4 dimensions of service management; Organizations and people; Information and technology; Partners and suppliers; Value streams and processes

- The ITIL service value system

- The service value chain, its inputs and outputs, and its role in supporting value streams

- Service value chain elements; Plan, Improve, Engage, Design & transition, Obtain / Build, Deliver & support

- Detail of how the following ITIL practices support the service value chain:

  - Continual Improvement (including continual improvement model)

  - Change control

  - Incident management

  - Problem Management

  - Service request management

  - Service desk

- - Service level management

- The purpose of the following ITIL practices

- Information security management

- Relationship management

- Supplier management

- Availability management

- Capacity and performance management

- Service configuration management

- IT asset management

- Business analysis

- Service continuity management

- Deployment management

- Monitoring and event management

- Release management