

# ITIL 2011 Orientation

## **Course Introduction**

3m

Course Introduction

## **ITIL's Lifecycle Approach to IT Service Management**

2hr 27m

### **Lesson: Introduction to IT Service Management - The Continual Improvement of IT Services**

IT's Total Cost of Ownership (TCO)

ITSM's Value to the Business

IT Service Management (ITSM)

Critical Success Factors (CSF)

Need to Know ITSM Concepts

IT Service Provider Model

IT Service Provider Domain Map

IT Governance - Control Framework

IT Service Lifecycle Management - Management Framework

IT Resource Management – Program/Project Methods

IT Quality Management – Six Sigma Methods

IT Security Management – ISO/IEC Security Standards

IT Service Provider Capability Model

The Service Provider Model Deployed

Good Practice

IT Service Management

Service

Function – Process - Role

### **Lesson: Introduction to ITIL - Guidance for the Planning, Design, Transition, Operation and Continual Improvement of IT Services**

ITIL History

ITIL Description

IT Service Management Lifecycle

The IT Service Management Lifecycle

Managing Services with ITIL

### **Lesson: Service Strategy - Service Value Planned**

The Service Lifecycle

Managing across the Lifecycle

Purpose, Goals & Objectives of Service Strategy

Scope of Service Strategy

Value of Service Strategy

Service Strategy Processes

Service Strategy – Principles

Value Creation

Utility & Warranty

Capabilities & Resources

Service Provider Types

Service Portfolio

Service Portfolio Management

### **Lesson: Service Design - Service Value Modeled**

Service Design

Managing across the Lifecycle

Purpose, Goals & Objectives of Service Design

Scope of Service Design

Value of Service Design

The Context of Service Design  
Principles of Service Design  
Service Portfolio Design  
Architecture & Technology Design  
Process Design  
Measurement Design  
Service-Oriented Architecture  
**Lesson: Service Transition - Service Value Implemented**

The Service Lifecycle  
Managing across the Lifecycle  
The Service Transition Model  
Purpose, Goals & Objectives of Service Transition  
Scope of Service Transition  
Value of Service Transition  
Principles of Service Transition

**Lesson: Service Operation - Service Value Delivered & Supported**

The Service Lifecycle  
Managing Across the Lifecycle  
Purpose, Goals & Objectives of Service Operation  
Scope of Service Operation  
Value of Service Operation  
Fundamentals of Service Operation  
The Principle of Service Operation  
Service Operation Technology Domains

**Lesson: Continual Service Improvement - Sustaining Service Value**

The Service Lifecycle  
Managing Across the Lifecycle  
Purpose, Goals & Objectives of CSI  
Scope of CSI  
Value of CSI  
Principles of CSI  
CSI Approach  
Business Questions for CSI  
CSI & Organizational Change  
Ownership  
CSI Register  
Knowledge Management  
PDCA & Continual Improvement  
Service Measurement  
Governance  
Frameworks, Models & Quality Systems  
Drivers  
7-Step Improvement Process

**Lesson: ITIL 2011 Orientation Summary**

**Chapter 01 Review**

Course Closure

**Total Duration: 2hrs 30m**