2012

ITIL® Foundation
Video Training Guide

Document Information
► Texts with this treatment are Alerts, and indicate important concepts.
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ITIL® eTrainer
Mentored Learning Video Training Program

Although this online, web-based course is available to you 24 hours a day, 7 days a week over the span of your license, you must exercise the same diligence and discipline as though you were sitting in a classroom program. The following training plan was designed to help you complete the video, reading and testing components of this ITIL certification program in an orderly fashion.

Step #1 - Locate the Important Documents Included within your Video Training Program

Please make note of four very important printable documents that are included with your course. If you have difficulty with the printing options please reach out to support@itsmsolutions.com for assistance.

- **Student Manual & Study Guide** – Chapter 1's table of contents of contains a copy of the student manual. The manual includes the instructor slides with amplifying information for each slide, the course syllabus, a glossary along with other support documents. Each video module also includes a student **Study Guide** which can be used to take notes throughout the training program.

- **Syllabus** – The syllabus for each class is located at the back of the student manual.

- **Checkpoint Booklet** – The checkpoint guide provides two very different types of study aids to the student. The multiple-choice quiz helps instill the terminology and knowledge of the subject area while the scenario based exercises help expand the knowledge gained to fit the context of the overall business environment.

- **Sample Exams –** The last section of each course contains sample exams provided by the official accreditor for those students looking to sit the actual certification exam.

Step #2 – Purchase and read a copy of the ITIL Core Book associated with the classes you are taking

Although not mandatory to sit for the exam, the accreditor strongly recommends that students purchase and read a copy of the ITIL Core book associated with the class being purchased. The reading of the ITIL book will help students prepare for the exam in addition to helping them understand how to apply what they just learned in a real-world environment, ITIL core books can be purchased from our book store @ http://www.itgovernanceusa.com/category/291.aspx or at amazon.com

Step #3 - Join our Online Mentoring Community & Sign Up for our Continuing Education Newsletter

The first step in establishing a connection to the mentoring community is to become a member of the LinkedIn Group "My ITSM Mentoring Community." You can do this by going online to the professional networking community www.LinkedIn.com, registering as a member (if you are not already a member), and joining the group [My ITSM Mentoring Community™](#). You may go directly to the group by clicking on the "Mentoring Community" link just below the "Login" link on the opening page of the online Learning course.

Once you are a member you can post your questions on the discussion board. The discussion board is monitored daily (9 AM to 9PM Eastern Time) by our team of ITIL Expert Mentors along with other students taking the online training programs. This forum will enable you to get answers to any questions you might have as you go through the program you purchased.

Students should also [register](#) to receive our periodic Do IT Yourself (DITY) continuing education newsletter. Each newsletter provides practical guidance on the key topics associated with ITIL and ITSM. Missed an issue? The DITY™ archive contains all issues organized by topic. Select a topic of interest and browse our archive for all the back-issues.

Step #4 – Follow the Video Training Plan Listed Below

The training plan below outlines in order the reading, lectures and testing components a student must complete to successfully prepare for the exam. Please refer to them in the order shown below.

If you are attending a scheduled **classroom or blended learning program**, please follow the schedule outlined by your training provider. If you are taking a **remote program,** feel free to set up a training schedule that aligns best with personal and professional schedules.
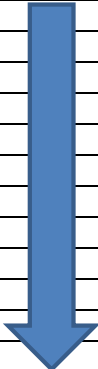
1. Read the Syllabus Sections Identified in the Video Training Plan
This will help you become familiar with the exam qualification scheme
2. Read the Core Publication Sections Identified in the Video Training Plan
While reading the core books is not mandatory to sit for the exam, the syllabus strongly recommends it as part of it's prerequiste entry criteria
3. Watch the Video Lectures and Reach out to the Community with Questions
Watch the instructor lectures on video, refer to the student manual for amplifying information, reach out to the community with questions, take notes in the workbook & complete all module exams & checkpoints until you score an 80% or higher
4. Take the Sample Exams to Understand your Exam Readiness
Review relevant videos & courseware to shore up problem areas. Reach out to the mentoring community for exam taking advice. Work with the training provider to schedule your exam when you have scored an 80% or higher on the sample exams

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For each section listed, read the syllabus first followed by the core book section then the video training program

Self-Paced Training Schedule (set by the student)	Chapter/Lesson/Topic	Read the Syllabus	Read the SS, SD, ST, SO & CSI core ITIL book sections listed below (optional but highly recommended)	Watch Videos / Take Notes in Workbook / Refer to Courseware for Amplifying Text / Complete End of Chapter Quizes and Checkpoints	Section Complete √
Dates	**Chapter 1: Course Introduction**	Section #	Section #	Video #	
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 1 Course Organization			1.0	
	Welcome to the Course!	n/a	n/a	1.1	
	Mentoring Community Introductions	n/a	n/a	1.2	
	Why Are You Here?	n/a	n/a	1.3	
	Using Bloom's Taxonomy	n/a	n/a	1.4	
	What do you Expect?	n/a	n/a	1.5	
	Housekeeping Online	n/a	n/a	1.6	
	Lesson 2 Course Conventions & Agenda			2.0	
	Conventions Used	n/a	n/a	2.1	
	Quizzes & Exercises	n/a	n/a	2.2	
	ITIL Qualification Scheme	n/a	n/a	2.3	
	ITIL Intermediate Exams	n/a	n/a	2.4	
	Getting Started with an Online Class	n/a	n/a	2.5	
	End of Chapter Quiz	n/a	n/a	2.6	
	Chapter 2: Introduction to ITSM				
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 3: ITSM as a Practice			1.0	
	IT Service Management	n/a	n/a	1.1	
	Critical Success Factors	ITILFND01	n/a	1,2	
	ITIL History	ITILFND01	01-2	1.3	
	ITIL Description	ITILFND01	01-4,5	1.4	
	Need-to-Know ITSM Concepts	ITILFND01	01-3	1.5	
	Good Practice	ITILFND03	03-1	1.6	
	Customers	ITILFND03	03-1	1.7	
	Service	ITILFND03	03-1	1.8	
	Service Value	ITILFND01	01-9	1.9	
	Utility Effect	ITILFND01	01-5	1.10	
	Warranty Effect	ITILFND01	01-10	1.11	

	Function-Process-Role	ITILFND07	07-1,2	1.12	
	What is a Process?	n/a	n/a	1.13	
	Process Characteristics	n/a	n/a	1.14	
	Service Owner & Process Owner	n/a	n/a	1.15	
	The RACI Model	n/a	n/a	1.16	
	ITSM as a Practice Summary	n/a	n/a	1.17	
	Lesson 4: ITSM Lifecycle			2.0	
	The IT Service Management Lifecycle	ITILFND03	03-5	2.1	
	Lifecycle-Oriented ITIL	n/a	n/a	2.2	
	Service Lifecycle Processes		N/A	2.3	
	IT Governance & Service Lifecycle	SOA01	SD 3.1.3	2.4	
	The Service Lifecycle-Value to the Business	SOA10	SD 9.1-9.3	2.5	
	ITSM Lifecycle Summary	n/a	n/a	2.6	
	Lesson 5: ITSM Summary			3.0	
	ITSM Introduction Summary	n/a	n/a	3.1	
	ITSM Introduction Checkpoint			3.2	
	End of Chapter Quiz				
	Review End of Chapter Quiz			3.3	
	Chapter 2 Review			3.4	
	Chapter 3: Continual Service Improvement				
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	ITILFND03,04	CSI 3.4, 5.5.1, 3.9.1	In Student Courseware	
	Lesson 6: Introduction to CSI			1.0	
	CSI & the Service Lifecycle	ITILFND02	CSI 1.1.1, 1.1.2, 1.1.4	1.1	
	Managing Across the Lifecycle	ITILFND02		1.2	
	Purpose, Goals & Objectives of CSI	ITILFND02		1.3	
	Scope of CSI	ITILFND02		1.4	
	Value of CSI	ITILFND02		1.5	
	Principles of CSI	ITILFND02,04		1.6	
	Governance	ITILFND03	SS 2.3.1	1.7	
	CSI & Organizational Change	n/a	n/a	1.8	
	PDCA & Continual Improvement	ITILFND04	CSI 3.1, 3.1.1, 3.9.1, 5.5, 5.5.1	1.9	
	CSI Approach	ITILFND04		1.10	
	Baselines	ITILFND04		1.11	
	Metrics & Measurement	n/a	n/a	1.12	
	Critical Success Factors	ITILFND04	CSI 3.1, 3.1.1, 3.9.1, 5.5, 5.5.1	1.13	
	Lesson 7-Step Improvement Process			2.0	
	Purpose, Goals & Objectives	ITILFND05	CSI 3.9.3.1,4.1,4.1.1,4.1.2	2.1	
	Scope	ITILFND05		2.2	
	Business Value	ITILFND05		2.3	
	Policies, Principles & Concepts	ITILFND05		2.4	
	7-Step Improvement Process	ITILFND05		2.5	
	Lesson 7: CSI Summary			3.00	

	Continual Service Improvement Summary	n/a	n/a	3.1	
	CSI Checkpoint	n/a	n/a	3.2	
	End of Chapter Quiz				
	Review of End of Chapter Quiz			3.3	
	Chapter 03 Review			3.4	
	Chapter 4: Service Operation				
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	ITILFND03	SO 4.1.1, 4.4.7.2	In Student Courseware	
	Lesson: 9 Introduction to Service Operation			1.0	
	Service Operation & the Service Lifecycle	ITILFND02	CSI 1.1.1, 1.1.2, 1.1.4	1.1	
	Managing Across the Lifecycle	ITILFND02		1.2	
	Purpose, Goals & Objectives of Service Operation	ITILFND02		1.3	
	Scope of Service Operation	ITILFND02		1.4	
	Value of Service Operation	ITILFND02		1.5	
	Principles of Service Operation	ITILFND02		1.6	
	Organizing Service Operation	ITILFND02		1.7	
	Balancing External & Internal Views	ITILFND02		1.8	
	Balancing Stability & Responsiveness	ITILFND02		1.9	
	Balancing Quality & Cost of Service	ITILFND02		1.1	
	Balancing Reactive & Proactive	ITILFND02		1.11	
	Providing Service	ITILFND02		1.12	
	Integrating Service Operation, Transition & Design	ITILFND02		1.13	
	Communication's Role in Service Operation	ITILFND03	SO 3.6	1.14	
	Service Operation Documentation	ITILFND02	CSI 1.1.1, 1.1.2, 1.1.4	1.15	
	Lesson10: Service Operation Processes			2.0	
	The Service Operation Model	n/a	n/a	2.1	
	The Process of Service Operation	n/a	N/A	2.2	
	Incident Management Introduction	ITILFND05	SO 4.2.1,4.2.2,4.2.4.2,4.2.5.4.2.6.4	2.3	
	Purpose, Goals & Objectives of Incident Management	ITILFND05		2.4	
	Scope of Incident Management	ITILFND05		2.5	
	Value of Incident Management	ITILFND05		2.6	
	Concepts of Incident Management	ITILFND05		2.7	
	Activities of Incident Management	ITILFND05		2.8	
	Incident Logging	ITILFND05		2.9	
	Incident Categorization	ITILFND05		2.10	
	Categorization	ITILFND05		2.11	
	Priority	ITILFND05		2.12	
	Incident Diagnosis	ITILFND05		2.13	
	Escalation	ITILFND05		2.14	
	Incident Resolution & Recovery	ITILFND05		2.15	
	Incident Closure	ITILFND05		2.16	
	Expanded Incident Lifecycle	ITILFND05		2.17	
	Incident Mangaement Relationships	ITILFND05		2.18	

Incident Management Summary	SUMMARY	N/A	2.19	
Event Management	ITILFND05	SO 4.1.1, 4.1.2	2.20	
Event Management Measures & Outcomes	ITILFND05	SO 4.1.1, 4.1.2	2.21	
Request Fulfillment	ITILFND05	SO 4.3.1, 4.3.2	2.22	
Request Fulfillment Measures & Outcomes	ITILFND05	SO 4.3.1, 4.3.2	2.23	
Problem Management Introduction	ITILFND05	SO 4.4.1, 4.4.2, 4.4.4.2, 4.4.5, 4.4.6.4,	2.24	
Purpose, Goals & Objectives of Problem Management	ITILFND05		2.25	
Scope of Problem Management	ITILFND05		2.26	
Value of Problem Management	ITILFND05		2.27	
Concepts of Problem Management	ITILFND05		2.28	
Activities of Problem Management	ITILFND05		2.29	
Problem Management Relationships	ITILFND05		2.30	
Problem Management Summary		N/A	2.31	
Access Management	ITILFND05	SO 4.5.1, 4.5.2	2.32	
Access Management Measures & Outcomes	ITILFND05	SO 4.5.1, 4.5.2	2.33	
Lesson 11: Service Operation Functions			3.0	
Introduction to Service Operation Functions	n/a	n/a	3.1	
Introduction to ServiceDesk	ITILFND06	SO 6.3, 6.3.1, 6.3.2, 6.3.3	3.2	
Service Desk Function	ITILFND06		3.3	
Role of the ServiceDesk	ITILFND06		3.4	
Purpose, Goals & Objectives of the Service Desk	ITILFND06		3.5	
Organizational Structures of Service Desk	ITILFND06		3.6	
Service Desk - Staffing	ITILFND06		3.7	
Service Desk - Metrics	ITILFND06	SO 6.4.1, 6.5.1, 6.5.2 6.4.2, 6.6.1,	3.8	
Introduction to Technical Management	ITILFND06		3.9	
Role of Technical Management	ITILFND06		3.10	
Introduction to Application Management	ITILFND06		3.11	
Role of Application Management	ITILFND06		3.12	
Introduction to IT Service Operations Management	ITILFND06		3.13	
Role of Operations Management	ITILFND06		3.14	
Service Operation Functions Summary		n/a	3.15	
Lesson12: Service Operation Summary			4.0	
Service Operation Summary	n/a	n/a	4.1	
SO Checkpoint	n/a	n/a	4.2	
End of Chapter Quiz				
Review of End of Chapter Quiz			4.3	
Chapter 03 Review			4.4	
Chapter 5: Service Transition				
Objectives	N/A	N/A	In Student Courseware	
Terms-to-Know	ITILFND03	ST 4.3, 4.7, 4.3.4.2, 4.3.4.3, 4.3.4.4, 4.2.4.4, 4.2.4.3, 4.2.4.7, 4.2.5.11	In Student Courseware	
Lesson 13: Introduction to ServiceTransition			1.0	

	Service Transition & the Service Lifecycle	ITILFND02	ST 1.1.1, 1.1.2, 1.1.4	1.1	
	Managing Across the Lifecycle	ITILFND02		1.2	
	Purpose, Goals & Objectives of Service Transition	ITILFND02		1.3	
	Scope of Service Transition	ITILFND02		1.4	
	Value of Service Transition	ITILFND02		1.5	
	Principles of Service Transition	ITILFND02		1.6	
	Lesson14: Service Transition Processes			2.0	
	Service Transtion Model	n/a	n/a	2.1	
	Transition Planning & Support	n/a	ST 4.1.1, 4.1.2	2.2	
	Transition Planning & Support Measures & Outcomes	n/a	ST 4.1.1, 4.1.2	2.3	
	Introduction to Change Management	ITILFND03	ST 4.2.1, 4.2.2, 4.2.4.6, 4.2.6.4, 4.2.6.5, 4.2.4.3, 4.2.4.5, 4.2.4.8, 4.2.5.10, 4.2.5.11, 4.2.5	2.4	
	Purpose, Goals & Objectives of Change Management	ITILFND03		2.5	
	Scope of Change Management	ITILFND03		2.6	
	Value of Change Management	ITILFND03		2.7	
	Concepts of Change Management	ITILFND03		2.8	
	Activities of Change Management	ITILFND03		2.9	
	The Change Advisory Board (CAB)	ITILFND03		2.10	
	Change Types	ITILFND03		2.11	
	Change Model	ITILFND03		2.12	
	Change Proposal	ITILFND03		2.13	
	Change Process Flow	ITILFND03		2.14	
	Create & Review a Request for Change	ITILFND03		2.15	
	Assess & Evaluate Request for Change	ITILFND03		2.16	
	Authorize a Change	ITILFND03		2.17	
	Coordinate Change	ITILFND03		2.18	
	Review & Close Change	ITILFND03		2.19	
	Standard Change	ITILFND03		2.20	
	Change Management Relationships	ITILFND03		2.21	
	Change Management Summary	ITILFND03		2.22	
	Service Asset & Configuration Management (SACM)	ITILFND03	ST 4.3.1, 4.3.2	2.23	
	Configuration Management System	ITILFND03		2.24	
	SACM Measures & Outcomes	ITILFND03		2.25	
	Release & Deployment	ITILFND03	ST 4.4.1, 4.4.2, 4.4.5,	2.25	
	Definitive Media Library	ITILFND03		2.27	
	Release & Deployment Measures & Outcomes	ITILFND03		2.28	
	Knowledge Management Summary	ITILFND03	ST 4.7.1, 4.7.2, 4.7.4.2, 4.7.4.3,	2.29	
	Knowledge Management Measures & Outcomes	ITILFND03	ST 4.7.1, 4.7.2, 4.7.4.2, 4.7.4.3,	2.30	
	Lesson15: Service Transition Summary			3.0	
	Service Transition Summary	n/a	n/a	3.1	
	SO Checkpoint	n/a	n/a	3.2	
	End of Chapter Quiz				

		Review of End of Chapter Quiz			3.3	
		Chapter 03 Review			3.4	
	Day #3	**Chapter 6: Service Design**				
		Objectives	n/a	n/a	In Student Courseware	
		Terms-to-Know	ITILFND03	SD 4.3.4, 4.8.4.2, 4.4.4.3, APPENDIX	In Student Courseware	
		Lesson16: Introduction to Service Design			1.0	
		Service Design & the Service Lifecycle	ITILFND02	SD 1.1.1, 1.1.2, 1.1.4	1.1	
		Managing Across the Lifecycle	ITILFND02		1.2	
		Purpose, Goals & Objectives of Service Design	ITILFND02		1.3	
		Scope of Service Design	ITILFND02		1.4	
		Value of Service Design	ITILFND02		1.5	
		Principles of Service Design	ITILFND04		1.6	
		Lesson17: SD Processes			2.0	
		Introduction to Design Coordination	ITILFND05	SD 4.1.1, 4.1.2	2.1	
		Design Coordination Overview	ITILFND05		2.2	
		Purpose, Goals & Objectives	ITILFND05		2.3	
		Scope	ITILFND05		2.4	
		Value to the Business	ITILFND05		2.5	
		Introduction to Service Level Management	ITILFND05	SD 4.3.1, 4.3.2, 4.3.6.4, 4.3.5.1, 4.3.5.2, 4.3.5.5, 4.3.5.6, 4.3.6.3, 4.3.2.1	2.6	
		Purpose, Goals & Objectives of Service Level Management	ITILFND05		2.7	
		Scope of Service Level Management	ITILFND05		2.8	
		Value of Service Level Management	ITILFND05		2.9	
		Concepts of Service Level Management	ITILFND05		2.10	
		Activities of Service Level Management	ITILFND05		2.11	
		Overview of Service Level Management Process	ITILFND05		2.12	
		SLA Frameworks	ITILFND05		2.13	
		SLRs & SLAs	ITILFND05		2.14	
		SLA Monitoring	ITILFND05		2.15	
		Service Level Agreement Monitoring Chart	ITILFND05		2.16	
		Improving Customer Satisfaction	ITILFND05		2.17	
		Managing Underpinning Agreements	ITILFND05		2.18	
		Service Reporting	ITILFND05		2.19	
		Service Improvement Plan	ITILFND05		2.20	
		Managing & Revising SLAs & UCs	ITILFND05		2.21	
		Contacts & Relationships	ITILFND05		2.22	
		Feedback	ITILFND05		2.23	
		Service Level Management Relationships	ITILFND05		2.24	
		Service Level Management Summary	ITILFND05		2.25	
		Service Catalog Management	ITILFND05	SD 4.2.1, 4.2.2	2.25	
		Service Catalog Views	ITILFND05		2.27	
		Service Catalog Management Measures	ITILFND05		2.28	

	Capacity Management	ITILFND05	SD 4.5.1, 4.5.2, 4.5.6.3, 4.5.4.3,	2.29	
	Concepts of Capacity Management	ITILFND05		2.30	
	Capacity Management Measures & Outcomes	ITILFND05		2.31	
	Availability Management	ITILFND05	SD 4.4.1, 4.4.2, 4.4.4.2, 4.4.4.3	2.32	
	Concepts of Availability Management	ITILFND05		2.33	
	Levels & Aspects of Availability	ITILFND05		2.34	
	Availability Management Measures & Outcomes	ITILFND05		2.35	
	IT Service Continuity Management	ITILFND05	SD 4.6.1, 4.6.2, 4.6.5.2,	2.36	
	Value of ITSCM	ITILFND05		2.37	
	Concepts of ITSCM	ITILFND05		2.38	
	Service Continuity Management Measures & Outcomes	ITILFND05		2.39	
	Information Security	ITILFND05	SD 4.7.1, 4.7.2, 4.7.4.1	2.40	
	Concepts of Information Security	ITILFND05		2.41	
	Information Security Management Measures & Outcomes	ITILFND05		2.42	
	Supplier Management	ITILFND05	SD 4.8.1, 4.8.2, 4.8.5.3	2.43	
	Activities of Supplier Management	ITILFND05		2.44	
	Supplier Categorization Matrix	ITILFND05		2.45	
	Supplier Management Measures & Outcomes	ITILFND05		2.46	
	Lesson18: Service Design Summary			3.0	
	Service Design Summary		n/a	3.1	
SO Checkpoint		n/a	n/a	3.2	
End of Chapter Quiz					
Review of End of Chapter Quiz				3.3	
Chapter 03 Review				3;4	
Chapter 7: Service Strategy					
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	ITILLFND03	SD 4.2.4.5, SS3.6.1.1, SS 5.6.5.1, 5.6.5.2	In Student Courseware	
	Lesson19: Introduction to Service Strategy			1.0	
	Service Strategy in the Service Lifecycle	ITILFND02	SS1.2, SS, 1.1.1, 1.1.2, 1.1.4	1.1	
	Managing Across the Lifecycle	ITILFND02		1,2	
	Purpose, Goals & Objectives of Service Strategy	ITILFND02		1.3	
	Scope of Service Strategy	ITILFND02		1.4	
	Value of Service Strategy	ITILFND02		1.5	
	Service Strategy Principles	ITILFND02		1.6	
	Value Creation	ITILFND04	SS 3.2.3, 3.2.3.1	1.7	
	Utility & Warranty Combined	ITILFND03	SS 2.1.6	1.8	
	Service Assets	ITILFND03	SS2.2.1	1.9	
	Marketing Mindset	n/a	n/a	1.10	
	Service Provider Types	ITILFND03	SS 2.1.4	1.11	
	Service Structures	n/a	n/a	1.12	
	Service Strategy Fundamentals	n/a	n/a	1.13	
	Service Portfolio	ITILFND03	SS 4.2.4.1	1.14	
	Service Automation	n/a	n/a	1.15	

	Lesson 20: Service Strategy Activities			2.0	
	Introduction to Service Portfolio Management	ITILFND05	SS 4.2.2, 4.2.2, 4.2.4.1	2.1	
	Service Portfolio Overview	ITILFND05		2.2	
	Purpose, Goals & Objectives	ITILFND05		2.3	
	Scope	ITILFND05		2.4	
	Value to the business	ITILFND05		2.5	
	Introduction to Financial Management	ITILFND05	SS 4.3.1, 4.3.2. 3.6.1.1	2.6	
	Purpose, Goals & Objectives of Financial Management	ITILFND05		2.7	
	Scope of Financial Management	ITILFND05		2.8	
	Value of Financial Management	ITILFND05		2.9	
	Introduction to Business Relationship Management	ITILFND05	SS 4.5.1, 4.5.2	2.10	
	Purpose, Goals & Objectives	ITILFND05		2.11	
	Scope	ITILFND05		2.12	
	Business Value	ITILFND05		2.13	
	Lesson 21: Service Strategy Summary			3.0	
	Service Strategy Summary	n/a	n/a	3.1	
SO Checkpoint		n/a	n/a	3.2	
End of Chapter Quiz					
Review of End of Chapter Quiz				3.3	
Chapter 03 Review				3.4	
Course Closure				3.5	
	Appendix: Foundation Syllabus				
	Appendix: 7-Step Improvement Process				
	7-StepImprovementProcess				
	Step 1 – Define Data Requirements				
	Step 2 – Define Data Capability				
	Step 3 – Gather Data				
	Step 4 – Process Data				
	Step 5 – Analyze Data				
	Step 6 – Present & Use Data				
	Step 7 – Implement Corrective Action				
	ITIL v3 Glossary				