Asia Masters Center

ITIL Version 3

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➡ Course Objective

- ➤ Learn about IT Service Management best practices, generic concepts, key principles, and ITIL® 2011 process models that are required to clear the ITIL Foundation exam
- ➤ Gain a comprehensive understanding of the purpose, objective and scope of service strategy, service design, service transition, service operations, and Continual Service Improvement
- ➤ Learn how to apply ITIL tools, techniques and concepts to improve efficiency and effectiveness in business changes to optimize customer experience
- ➤ Understand how to apply lean principles and automate standard tasks, to improve efficiency of ITSM processes
- ➤ Save costs by centralizing activities and teams using well defined fit-for purpose and fit-for-use processes

➡ Target Audience

- ➤ IT Managers/Support teams
- ➤ System Administrators/Analysts
- ➤ Operations Managers
- ➤ Database Administrators
- ➤ Service Delivery Professionals
- ➤ Quality Analysts
- ➤ Application Management team/Development team
- ➤ Process Owners/Practitioners

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➡ **Course Outline**

- ➤ **Day 1**
- ➤ Introduction to Service Management Lifecycle
- ➤ Principles of IT Service Management
- ➤ Objectives00:25
- ➤ IT Service Management-Best Practices
- ➤ Public and Proprietary Practices
- ➤ Knowledge Check
- ➤ Service Introduction
- ➤ Service Management
- ➤ Service Management
- ➤ Challenges in Service Management
- ➤ Benefits of IT Service Management
- ➤ Stakeholders in Service Management
- ➤ Internal and External Customers
- ➤ Internal and External Service
- ➤ Process
- ➤ Process Characteristics
- ➤ Functions Related to Service Management
- ➤ How Processes and Functions Operate
- ➤ Roles in Service Management
- ➤ RACI Model
- ➤ RACI Model (contd.)
- ➤ Types of Service Providers
- ➤ Supplier and Contracts
- ➤ Knowledge Check

- **Day 2**
- 1 The Service Lifecycle
- 2 Objectives
- 3 Components of Service Management Lifecycle
- 4 Interactions in the Service Lifecycle
- 5 Relationship between Governance and ITSM

- **Day 3**
- Introduction to Service Strategy
- Service Strategy
- Objectives
- Service Strategy
- Service Strategy Processes
- Types of Services
- Service Strategy-Customers and Users

- **Day 4**
- Service Design
- Introduction to Service Design
- Objectives
- Service Design-Overview
- Roles in Service Design
- Roles in Service Design (contd.)

- **Day 5**
- Introduction to Service Transition
- Service Transition
- Objectives
- Service Transition
- Configuration Item
- Configuration Management System

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Price (USD)
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