

# ITIL Foundation (Revision 1.6)

## **Course Introduction**

4m

Course Introduction

## **Chapter 01: Course Introduction**

14m

### **Lesson: Course Organization**

Welcome to the Course!

Classroom Introductions

Mentoring Community Introductions

Why Are You Here?

Using Bloom's Taxonomy

What Do You Expect?

Housekeeping Online

### **Lesson: Course Conventions**

Conventions Used

Quizzes & Exercises

### **Lesson: Course Agenda**

ITIL Qualification Scheme

ITIL Foundation Certification Exam

Getting Started with an Online Class

Chapter 01 Review

## **Chapter 02: Introduction to ITSM**

54m

### **Lesson: ITSM as a Practice**

IT Service Management

Critical Success Factors

ITIL History

ITIL Description

Need-to-Know ITSM Concepts

Good Practice

Customers

Service

Service Value

Utility Effect

Warranty Effect

Function - Process - Role

What is a Process?

Process Characteristics

Service Owner & Process Owner

The RACI Model

ITSM as a Practice Summary

### **Lesson: ITSM Lifecycle**

The IT Service Management Lifecycle

Lifecycle-Oriented ITIL

Service Lifecycle Processes

IT Governance & Service Lifecycle

The Service Lifecycle - Value to the Business

ITSM Lifecycle Summary

### **Lesson: ITSM Summary**

ITSM Introduction Summary

ITSM Introduction Checkpoint

Review of End of Chapter Quiz

Chapter 02 Review

## **Chapter 03: Continual Service Improvement**

39m

### **Lesson: CSI Introduction**

CSI & the Service Lifecycle  
Managing Across the Lifecycle  
Purpose, Goals & Objectives of CSI  
Scope of CSI  
Value of CSI  
Principles of CSI  
Governance  
CSI & Organizational Change  
PDCA & Continual Improvement  
CSI Approach  
Baselines  
Metrics & Measurement  
Critical Success Factors

### **Lesson: 7-Step Improvement Process**

Purpose, Goals & Objectives  
Scope  
Business Value  
Policies, Principles & Concepts  
7-Step Improvement Process

### **Lesson: CSI Summary**

Continual Service Improvement Summary  
CSI Checkpoint  
Review of End of Chapter Quiz  
Chapter 03 Review

## **Chapter 04: Service Operation**

1h 55m

### **Lesson: Introduction to Service Operation**

Service Operation & the Service Lifecycle  
Managing Across the Lifecycle  
Purpose, Goals & Objectives of Service Operation  
Scope of Service Operation  
Value of Service Operation  
Principles of Service Operation  
Organizing Service Operation  
Balancing External & Internal Views  
Balancing Stability & Responsiveness  
Balancing Quality & Cost of Service  
Balancing Reactive & Proactive  
Providing Service  
Integrating Service Operation, Transition & Design  
Communication's Role in Service Operation  
Service Operation Documentation

### **Lesson: Service Operation Processes**

The Service Operation Model  
The Processes of Service Operation  
Incident Management Introduction  
Purpose, Goals & Objectives of Incident Management  
Scope of Incident Management  
Value of Incident Management  
Concepts of Incident Management  
Activities of Incident Management  
Incident Logging  
Incident Categorization  
Categorization

Priority  
Incident Diagnosis  
Escalation  
Incident Resolution & Recovery  
Incident Closure  
Expanded Incident Lifecycle  
Incident Management Relationships  
Incident Management Summary  
Event Management  
Event Management Measures & Outcomes  
Request Fulfillment  
Request Fulfillment Measures & Outcomes  
Problem Management Introduction  
Purpose, Goals & Objectives of Problem Management  
Scope of Problem Management  
Value of Problem Management  
Concepts of Problem Management  
Activities of Problem Management  
Problem Management Relationships  
Problem Management Summary  
Access Management  
Access Management Measures & Outcomes  
**Lesson: Service Operation Functions**  
Introduction to Service Operation Functions  
Introduction to Service Desk  
Service Desk Function  
The Role of the Service Desk  
Purpose, Goals & Objectives of the Service Desk  
Organizational Structures of Service Desk  
Service Desk Staffing  
Service Desk Metrics  
Introduction to Technical Management  
Role of Technical Management  
Introduction to Application Management  
Role of Application Management  
Introduction to IT Service Operations Management  
Role of IT Operations Management  
Service Operation Functions Summary  
**Lesson: Service Operation Summary**  
Service Operation Summary  
Service Operation Checkpoint  
Review of End of Chapter Quiz  
Chapter 04 Review

## **Chapter 05: Service Transition**

**1h 21m**

### **Lesson: Introduction to Service Transition**

Service Transition & the Service Lifecycle  
Managing Across the Lifecycle  
Purpose, Goals & Objectives of Service Transition  
Scope of Service Transition  
Value of Service Transition  
Principles of Service Transition

### **Lesson: Service Transition Processes**

The Service Transition Model  
Transition Planning & Support  
Transition Planning & Support Measures & Outcomes

Introduction to Change Management  
Purpose, Goals & Objectives of Change Management  
Scope of Change Management  
Value of Change Management  
Concepts of Change Management  
Activities of Change Management  
The Change Advisory Board (CAB)  
Change Types  
Change Model  
Change Proposal  
Change Process Flow  
Create & Review Request for Change  
Assess & Evaluate Request for Change  
Authorize Change  
Coordinate Change  
Review & Close Change  
Standard Change  
Relationships  
Change Management Summary  
Service Asset & Configuration Management  
Configuration Management System  
SACM Measures & Outcomes  
Release & Deployment Management  
Definitive Media Library  
Release & Deployment Measures & Outcomes  
Knowledge Management  
Knowledge Management Measures & Outcomes  
**Lesson: Summary of Service Transition**  
Service Transition Summary  
Service Transition Checkpoint  
Review of End of Chapter Quiz  
Chapter 05 Review

## **Chapter 06: Service Design**

1h 41m

### **Lesson: Service Design Introduction**

Service Design & the Service Lifecycle  
Managing Across the Lifecycle  
Purpose, Goals & Objectives of Service Design  
Scope of Service Design  
Value of Service Design  
Principles of Service Design

### **Lesson: Service Design Processes**

Introduction to Design Coordination  
Design Coordination Overview  
Purpose, Goals & Objectives  
Scope  
Value to the Business  
Introduction to Service Level Management  
Purpose, Goals & Objectives of Service Level Management  
Scope of Service Level Management  
Value of Service Level Management  
Concepts of Service Level Management  
Activities of Service Level Management  
Overview of Service Level Management Process  
SLA Frameworks  
SLRs & SLAs

SLA Monitoring  
Service Level Agreement Monitoring Chart  
Improving Customer Satisfaction  
Managing Underpinning Agreements  
Service Reporting  
Service Improvement Plan (SIP)  
Managing & Revising SLAs and UCs  
Contacts & Relationships  
Feedback  
Service Level Management Relationships  
Service Level Management Summary  
Service Catalog Management  
Service Catalog Views  
Service Catalog Management Measures  
Capacity Management  
Concepts of Capacity Management  
Capacity Management Measures & Outcomes  
Availability Management  
Concepts of Availability Management  
Levels & Aspects of Availability  
Availability Management Measures & Outcomes  
IT Service Continuity Management  
Value of ITSCM  
Concepts of ITSCM  
Service Continuity Management Measures & Outcomes  
Information Security Management  
Concepts of Information Security Management  
Information Security Management Measures & Outcomes  
Supplier Management  
Activities of Supplier Management  
Supplier Categorization Matrix  
Supplier Management Measures & Outcomes  
**Lesson: Service Design Summary**  
Service Design Summary  
Service Design Checkpoint  
Review of End of Chapter Quiz  
Chapter 06 Review

## **Chapter 07: Service Strategy**

**1h 3m**

### **Lesson: Service Strategy Introduction**

Service Strategy & the Service Lifecycle  
Managing Across the Lifecycle  
Purpose, Goals & Objectives of Service Strategy  
Scope of Service Strategy  
Value of Service Strategy  
Principles of Service Strategy  
Value Creation  
Utility & Warranty Combined  
Service Assets  
Marketing Mindset  
Service Provider Types  
Service Structures  
Service Strategy Fundamentals  
Service Portfolio  
Service Automation

### **Lesson: Service Strategy Activities**

Introduction to Service Portfolio Management  
Service Portfolio Overview  
Purpose Goals & Objectives  
Scope  
Value to the Business  
Introduction to Financial Management  
Purpose, Goals & Objectives of Financial Management  
Scope of Financial Management  
Value of Financial Management  
Introduction Business Relationships Management  
Purpose, Goals & Objectives of Business Relationships Management  
Scope of Business Relationships Management  
Business Value  
**Lesson: Service Strategy Summary**  
Service Strategy Summary  
Service Strategy Checkpoint  
Review of End of Chapter Quiz  
Chapter 07 Review  
Course Closure

**Total Duration: 7hrs 53m**