

ITIL: Managing Across the Lifecycle

Course Introduction

5m

Course Introduction

Part 1 - Course Introduction and ITSM & Managerial Issues

56m

Chapter 1 – Course Introduction

Course Introduction and ITSM & Managerial Issues

Course Organization

MaLC – The Capstone Course

What MaLC Is

What MaLC Isn't

What You Should Expect

What Is Expected of You

What You Need to Prepare

Connecting the Dots

Managing Across the Lifecycle

ITIL MaLC Exam

ITIL Qualification Scheme

Getting Started

Free Stuff

Chapter 2 – ITSM & Managerial Issues

Managerial Issues

ITSM & Complexity

Dealing With Complexity

What is a System?

General Systems Theory

ITSM Lifecycle as a System

Open & Closed Systems

Systems Thinking

Systemic Thinking & Learning

Systems Approach

CSI Model

Simple Systems Model

Systems Thinking & ITSM Lifecycle

Achieving Service Value

Service & Value

Service Management as a Practice

Functions & Processes

Value Creation

Service Providers

Service Structures

Service Management as a Strategic Asset

Exercise 1 Introduction

Exercise 1 Placeholder

Exercise 1 De-Brief

ITSM & Managerial Issues Review

Part 2 - Planning & Implementation

49m

Chapter 3 - Planning & Implementation

Planning & Implementation

Aspects of Strategy

The 4 Ps of Strategy

Policy

Strategy Policy

Design Policy

Transition Policy

Exercise 1 Introduction

Exercise 1 Placeholder

Exercise 1 De-Brief

Setting Direction

Service Provider Capability

Planning & Coordination

Administration

Controlling & Evaluation

Evaluation

Measurement & Reporting Frameworks

Organization: Form & Design

Organizational Development

Stage 1 – Network

Stage 2 – Directive

Stage 3 – Delegation

Stage 4 – Coordination

Stage 5 – Collaboration

Organizational Departmentalization

Organizational Design

Communication, Coordination & Control

Coordination & Control

Challenges

Managing Communication & Commitment

Communication

Communication Planning

Communication Strategy

Communication Methods

Motivation & Communication

Exercise 2 Introduction

Exercise 2 Placeholder

Exercise 2 De-Brief

Planning & Implementation Review

Part 3 - Managing Strategic Change

48m

Chapter 4 – Managing Strategic Change

Managing Strategic Change

Challenges

Creating Value

Critical Success – Managing Risk

Professionalism
Preserving Value
Effective Measurement
Operational Risks
Business Benefits
Realization of Benefits
Value Determination
Exercise 1 Introduction
Exercise 1 Placeholder
Exercise 1 De-Brief
Variable Cost Dynamics
Policy Alignment
Service Portfolio & Catalog Alignment
Planning and Defining Scope
Resource & Capability Planning
Service Design Models
Exercise 2 Introduction
Exercise 2 Placeholder
Exercise 2 De-Brief
Service Assets
Service Economics
Controlling Quality
Quality Opportunities
Measuring Benefits
Exercise 3 Introduction
Exercise 3 Placeholder
Exercise 3 De-Brief
Strategic Assets
Strategic Influencing
Awareness & Communication
Knowledge Transfer
Customer Relations
Business Relationship
Service Structure
Termination & Retirement
Exercise 4 Introduction
Exercise 4 Placeholder
Exercise 4 De-Brief
Managing Strategic Change Review

Part 4 – Managing Risk

33m

Chapter 05 – Managing Risk

Managing Risk
The Context of Risk Management
Principles
Risk & the Lifecycle
Challenges
Critical Success Factors
Exercise 1 Introduction
Exercise 1 Placeholder
Exercise 1 De-Brief
Managing Risk (Cont.)

Identifying Risk
Evaluating Risk
Taking Corrective Action
Controlling Risk
Transferring Risk
Service Provider Risk
Contract Risks
Design Risks
Operational Risks
Market Risks
Exercise 2 Introduction
Exercise 2 Placeholder
Exercise 2 De-Brief
Managing Risk Review

Part 5 – Service Assessment

26m

Chapter 06 – Service Assessment

Service Assessment
Value of Measuring
Value of Monitoring
Monitoring Across the Lifecycle
Metrics & Measurements
Gathering & Processing Data
Exercise 1 Introduction
Exercise 1 Placeholder
Exercise 1 De-Brief
Reporting
Service Reporting Policy
Service Targets
Measurement & Reporting Definition
Performance Reporting
Value of Benchmarking
Service Portfolio Assessment
Analyzing & Using Information
Assessments
Exercise 2 Introduction
Exercise 2 Placeholder
Exercise 2 De-Brief
Business Perspective & Improvements
Service Assessment Review

Part 6 – Organizational Challenges

28m

Chapter 07 - Organizational Challenges

Organizational Challenges
Understanding Organizational Challenges
Organizational Maturity
Continual Improvement
Organizational Structure
The Organization
Value Creation Cycle
Exercise 1 Introduction
Exercise 1 Placeholder
Exercise 1 De-Brief
Structure & Development
Structure, Function & Process

Knowledge & Security Management
Organizational Transition
Transition Interfaces
Governance
Balance in Service Operations
Exercise 2 Introduction
Exercise 2 Placeholder
Exercise 2 De-Brief
Organizational Challenges Review

Part 7 – Complementary Industry Guidance and Tools & Tools Strategy

37m

Chapter 08 – Complementary Industry Guidance & Tools

Complementary Industry Guidance and Tools &
Tools Strategy

Guidance & Tools

Service Provider Capability Model

Complementary Industry Guidance

CobIT Framework

ITIL Framework

OSI Framework

Service Management Process

Maturity Framework

Program/Project Methodology

CMMI Maturity Methodology

Balanced Scorecard Methodology

Quality Methodology

Six Sigma Methodology

TQM Methodology

Financial Analysis Methodology

ISO/IEC 20000 Standard

ISO/IEC 27002 Standard

Integration

Exercise 1 Introduction

Exercise 1 Placeholder

Exercise 1 De-Brief

Management Governance Framework

Chapter 9 – Tools Strategy

Tool Strategies

Service Strategy

Service Design

Service Transition

Service Operation

Continual Service Improvement

Exercise 1 Introduction

Exercise 1 Placeholder

Exercise 1 De-Brief

Complementary Industry Guidance and Tools & Tools Strategy Review

Total Duration: 4hrs 42m

