

# ITIL v3 Orientation

<b><u>Course Introduction</u></b>	6m
Course Introduction	
<b><u>Chapter 01 - Introduction to ITSM</u></b>	35m
Introduction to ITSM	
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	
IT Service Lifecycle Management	
IT Resource Management	
IT Quality Management	
IT Security Management	
IT Service Provider Capability Model	
The Service Provider Model Deployed	
Good Practice	
Service	
Function-Process-Role	
Chapter 01 - Review	
<b><u>Chapter 02 - Introduction to ITIL Version 3</u></b>	16m
Introduction to ITIL Version 3	
ITIL History	
ITIL Description	
ITIL v3 Service Lifecycle	
ITIL v3 Service Lifecycle Management Processes	
Managing Services with ITIL	
Chapter 02 - Review	
<b><u>Chapter 03 - Service Strategy</u></b>	20m
Service Strategy	
The Service Lifecycle	
Service Strategy Objective	
Service Strategy Processes	
Service Strategy - Principles	
Value Creation	
Utility & Warranty	
Service Assets	
Service Provider Types	
Service Portfolio	
Service Portfolio Management	
Chapter 03 - Review	
<b><u>Chapter 04 - Service Design</u></b>	21m
Service Design	
The Service Lifecycle	
ITSM Service Design Objective	

Service Design Processes  
Service Design Principles  
Service Portfolio Design  
Technology Design  
Process Design  
Measurement Design  
Service Provider Models  
Chapter 04 - Review

**Chapter 05 - Service Transition**

13m

Service Transition  
The Service Lifecycle  
Service Transition Objective  
Service Transition Processes  
Service Transition Goals  
Service Transition Value to the Business  
Chapter 05 - Review

**Chapter 06 - Service Operation**

28m

Service Operation  
The Service Lifecycle  
Service Operation Objective  
Service Operation Processes  
Service Operation Technology Domains  
Service Operation Management Domains  
Service Operation Goals  
Service Operation Principles  
Service Operation Value to the Business  
Chapter 06 - Review

**Chapter 07 - Continual Service Improvement**

27m

Continual Service Improvement  
The Service Lifecycle  
CSI Objective  
CSI Model  
CSI Goal  
The Principles of CSI  
CSI Benchmarks  
Ownership  
Drivers  
Service Level Management  
Continual Improvement  
Service Measuring & Reporting Frameworks  
Chapter 07 - Review  
Course Closure

Total Duration: 2h 47m