Course Introduction

Course Introduction

Chapter 01 - Course Introduction

Lesson: Course Organization
Welcome to the Course!
Mentoring Community Introductions
Why Are You Here?
Using Bloom’s Taxonomy
What do you Expect?
Housekeeping Online

Lesson: Course Conventions & Agenda
Conventions Used
Quizzes & Exercises
ITIL Qualification Scheme
ITIL Intermediate Exam
Getting Started with an Online Class
Chapter 01 Review

Chapter 02 - Service Design

Lesson: Introduction to Service Design
Service Design & the Service Lifecycle
Managing Across the Lifecycle
Purpose, Goals & Objectives of Service Design
Scope of Service Design
Value of Service Design
The Context of Service Design
Service Solution Design
Balanced Design

Lesson: Service Design Principles
Principles of Service Design
Service Design Package
Requirements
Management Systems
Architecture & Technology Design
Process Design
Measurement Design
Service-Oriented Architecture
Selecting Service Design Models
Service Provider Models
Service Design Implementation Considerations
Service Design Technology & Design
Business Impact Analysis
Service Level Requirements
Service & Process Risks
Chapter 03 - Service Design Activities

Lesson: Introduction to Design Activities
Design Activities
Service Design

Lesson: 5-Aspects of Service Design
Five Aspects of Service Design
Gather Requirements
Designing Service Solutions
Design Considerations
Design Supporting Management Systems
Support Systems
Service Portfolio
Service Portfolio Contents
Design Architecture & Support Technology
Enterprise Architecture
Technology Management
Design Support Process
Design Measurement Systems
Metrics Tree

Lesson: Subsequent Design Activities
Subsequent Design Activities
Evaluate Alternate Solutions
Procure Preferred Solution
Develop Service Solution
Service Design Package
Design Constraints

Lesson: Service Design Activities Summary
Service Design Activities Summary
Checkpoint
Chapter 03 Review

Chapter 04 - Service Design Processes

Lesson: Design Coordination
Introduction to Design Coordination
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Activities
Design Coordination Overview
Overall SD Lifecycle Activities
Policies & Methods
Resources & Capabilities
Coordinate Activities
Risks & Issues
Improvement
Individual Design Activities
Plan Design
Coordinate Design
Monitor Design
Review & Handoff
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Design Coordination Summary

**Lesson: Service Catalog Management**

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Service Catalog Views
Activities
Agree & Document Service Definition
Interface with Service Portfolio Management
Produce & Maintain Service Catalog
Interfacing
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Summary

**Lesson: Service Level Management**

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Activities of Service Level Management
Overview of Service Level Management Process
SLA Frameworks
SLRs & SLAs
SLA Monitoring
Lesson: Availability Management

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Activities
Reactive Activities
Monitoring
Measurement
Analysis
Expanded Incident Lifecycle
Service Failure Analysis (SFA)
SFA Structure
Reporting
Proactive Activities
Determine Availability Requirements
Availability Design Concepts
Design for Availability
Failure Analysis
Risk Analysis & Management
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Availability Management Summary

Lesson: Capacity Management

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Activities
Sub-Process Areas
Underpinning Activities
Lesson: IT Service Continuity Management
Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Activities
Initiation
Requirements & Strategy
Business Impact Analysis
Risk Analysis
Strategy
Implementation
On-going Operation
Triggers, Inputs & Outputs
Relationships
CSFs
Challenges & Risks
IT Service Continuity Summary
Lesson: Information Security Management
Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Security Management Framework
Activities
Information Security Process
Establish Information Security Policy
Enforce Security Policy
Assess & Classify Information Assets
Security Controls & Risk Assessment
Monitor & Manage Security Breach
Analyze, Report & Reduce impact
Conduct Security Reviews & Audits
Triggers, Inputs & Outputs
Relationships
Lesson: Supplier Management
Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Activities
Evaluate New Suppliers & Contracts
Supplier Evaluation
Contract Evaluation
Categorize Suppliers & Maintain SCMIS
Supplier Categorization Matrix
Establish New Suppliers & Contracts
Manage Supplier & Contract Performance
Renew/Terminate Contracts
Triggers, Inputs & Outputs
Relationships

Lesson: Service Design Processes Summary
Service Design Process Summary
Checkpoint
Chapter 04 Review

Chapter 05 - Technology, Organization & Implementation 1h 9m
Lesson: Technology-Related Activities
Technology-Related Areas
Requirements Engineering
Requirement Types
Functional Requirements
Management & Operational Requirements
Usability Requirements
Investigation Techniques
Issues
Documenting Requirements
Requirements Catalog
Outsourcing Requirements
Data & Information Management
Key Factors in Data Management
Scope of Data Management
Activities of Data Management
Application Management
Application & Service Portfolios
Lesson: Organizing for Service Design
Who Does What to Whom?
The RACI Model
Functional Roles Analysis
Activity Analysis
Generic Roles & Responsibilities
Service Owner
Process Owner
Process Manager
Process Practitioner
Service Design Roles & Responsibilities
Service Design Manager
IT Planner
IT Designer/Architect
Design Coordination
Service Catalog Management
Service Level Management
Availability Management
IT Service Continuity Management
Capacity Management
Security Management
Supplier Management

Lesson: Implementing Service Design
Implementation Considerations
Implementation Steps
Establish High-Level Objectives
Assess Current Capabilities
Determine Measureable Targets
Implement Process Improvement
Implement Measurement Framework
Review & Improve

Lesson: Technology, Organization & Implementation Summary
Technology, Organization & Implementation Summary
Checkpoint
Chapter 05 Review
Course Closure

Total Duration: 7hrs 44m