

# **ITIL® Orientation**

**Modality: On Demand**

**Duration: 3 Hours**

## **About this Course:**

This training series covers the concepts of ITIL® Orientation. Students will learn about the ITIL®'s lifecycle approach to IT service management.

ITIL® Orientation is relevant to any IT and business professional involved in the management of services, including managers and practitioners, IT architects, process and service owners and business relationship managers.

The average salary for a Network & Server Infrastructure specialist is **\$75,000** per year.

## **Course Objective:**

- ITIL®'s Lifecycle Approach to IT Service Management

## **Audience:**

- IT Service Management
- Project Management

## **Prerequisite:**

- There are no prerequisite required.

## **Suggested prerequisite courses:**

[ITIL Foundation](#)

## **Course Outline:**

- Course Introduction
- ITIL®'s Lifecycle Approach to IT Service Management
  - Lesson: Introduction to IT Service Management - The Continual Improvement of IT Services
    - The Continual Improvement of IT Services Part 1
    - The Continual Improvement of IT Services Part 2
    - The Continual Improvement of IT Services Part 3
    - 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 - Control Framework
- IT Service Lifecycle Management - Management Framework
- IT Resource Management ? Program/Project Methods
- IT Quality Management ? Six Sigma Methods
- IT Security Management ? ISO/IEC Security Standards
- IT Service Provider Capability Model
- The Service Provider Model Deployed
- Good Practice
- IT Service Management
- Service
- Function ? Process - Role
- Lesson: Introduction to ITIL® - Guidance for the Planning, Design, Transition, Operation and Continual Improvement of IT Services
  - ITIL® History
  - ITIL® Description
  - IT Service Management Lifecycle
  - The IT Service Management Lifecycle
  - Managing Services with ITIL®
- Lesson: Service Strategy - Service Value Planned
  - The Service Lifecycle
  - Managing across the Lifecycle
  - Purpose, Goals & Objectives of Service Strategy
  - Scope of Service Strategy
  - Value of Service Strategy
  - Service Strategy Processes
  - Service Strategy ? Principles
  - Value Creation
  - Utility & Warranty
  - Capabilities & Resources
  - Service Provider Types
  - Service Portfolio
  - Service Portfolio Management
- Lesson: Service Design - Service Value Modeled
  - Service Design
  - Managing across the Lifecycle
  - Purpose, Goals & Objectives of Service Design
  - Scope of Service Design
  - Value of Service Design
  - The Context of Service Design
  - Principles of Service Design
  - Service Portfolio Design
  - Architecture & Technology Design
  - Process Design

- Measurement Design
- Service-Oriented Architecture
- Lesson: Service Transition - Service Value Implemented
  - The Service Lifecycle
  - Managing across the Lifecycle
  - The Service Transition Model
  - Purpose, Goals & Objectives of Service Transition
  - Scope of Service Transition
  - Value of Service Transition
  - Principles of Service Transition
- Lesson: Service Operation - Service Value Delivered & Supported
  - The Service Lifecycle
  - Managing Across the Lifecycle
  - Purpose, Goals & Objectives of Service Operation
  - Scope of Service Operation
  - Value of Service Operation
  - Fundamentals of Service Operation
  - The Principle of Service Operation
  - Service Operation Technology Domains
- Lesson: Continual Service Improvement - Sustaining Service Value
  - The Service Lifecycle
  - Managing Across the Lifecycle
  - Purpose, Goals & Objectives of CSI
  - Scope of CSI
  - Value of CSI
  - Principles of CSI
  - CSI Approach
  - Business Questions for CSI
  - CSI & Organizational Change
  - Ownership
  - CSI Register
  - Knowledge Management
  - PDCA & Continual Improvement
  - Service Measurement
  - Governance
  - Frameworks, Models & Quality Systems
  - Drivers
  - 7-Step Improvement Process
- Lesson: ITIL® 2011 Orientation Summary
  - ITIL® 2011 Orientation Summary
  - ITIL®'s Lifecycle Approach to IT Service Management Review
  - Review
- Course Conclusion