ITIL

Introduction

ITIL or Information Technology Infrastructure Library is a management framework used in delivering IT services. This framework helps in delivering top-notch IT services and encourages best practices for better planning and organization. The framework also helps organizations manage risks, introduce better planning and executing strategies, and build an IT environment that is scalable and welcomes growth.

Outline:

Lesson 01 - Course Introduction
Lesson 02 - Key Concepts of Service Management
Key Concepts of Service Management
Service Management
Stakeholders of Service Management
Service Consumer Roles
Products and Services
Service Offerings
Service Relationships
Lesson 03 - Four Dimensions of Service Management
Four Dimensions of Service Management
Dimensions of Service Management
Organizations and People
Information and Technology
Information and Technology Regulations
Selecting the Right Technology
Factors Influencing Technology
Cloud Computing
Partners and Suppliers
Organization Strategy
Factors Affecting Service Providers
Lesson 04 - The ITIL Service Value System
The ITIL Service Value System
Service Value System
Components of SVS
Organizational Silos
ITIL Guiding Principles

Focus on Value
Applying the Principle - Focus on Value
Start Where You Are
Applying the Principle - Start Where You Area
Progress Iteratively with Feedback
Applying the Principle - Progress Iteratively with Feedback
Collaborate and Promote Visibility
Applying the Principle - Collaborate and Promote Visibility
Think and Work Holistically
Applying the Principle - Think and Work Holistically
Keep It Simple and Practical
Applying the Principle - Keep It Simple and Practical
Optimize and Automate
Applying the Principle - Optimize and Automate
Lesson 05 - The Service Value Chain
The Service Value Chain
The Service Value Chain Overview
Plan Activity
Improve Activity
Engage Activity
Design and Transition Activity
Obtain or Build Activity
Deliver and Support Activity
Lesson 06 - ITIL Management Practices
ITIL Management Practices
Continual Improvement
Information Security Management
Relationship Management
Supplier Management
Supplier Management Activities
Change Enablement
Incident Management
IT Asset Management
IT Asset Management Activities
Monitoring and Event Management
Problem Management
Release Management
Service Configuration Management