**ITIL Version 3**



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**Course Objective**

* Learn about IT Service Management best practices, generic concepts, key principles, and ITIL® 2011 process models that are required to clear the ITIL Foundation exam
* Gain a comprehensive understanding of the purpose, objective and scope of service strategy, service design, service transition, service operations, and Continual Service Improvement
* Learn how to apply ITIL tools, techniques and concepts to improve efficiency and effectiveness in business changes to optimize customer experience
* Understand how to apply lean principles and automate standard tasks, to improve efficiency of ITSM processes
* Save costs by centralizing activities and teams using well defined fit-for purpose and fit-for-use processes

**Target Audience**

* IT Managers/Support teams
* System Administrators/Analysts
* Operations Managers
* Database Administrators
* Service Delivery Professionals
* Quality Analysts
* Application Management team/Development team
* Process Owners/Practitioners

**Course Outline**

* **Day 1**
* Introduction to Service Management Lifecycle
* Principles of IT Service Management
* Objectives00:25
* IT Service Management-Best Practices
* Public and Proprietary Practices
* Knowledge Check
* Service Introduction
* Service Management
* Service Management
* Challenges in Service Management
* Benefits of IT Service Management
* Stakeholders in Service Management
* Internal and External Customers
* Internal and External Service
* Process
* Process Characteristics
* Functions Related to Service Management
* How Processes and Functions Operate
* Roles in Service Management
* RACI Model
* RACI Model (contd.)
* Types of Service Providers
* Supplier and Contracts
* Knowledge Check
* **Day 2**
* 1 The Service Lifecycle
* 2 Objectives
* 3 Components of Service Management Lifecycle
* 4 Interactions in the Service Lifecycle
* 5 Relationship between Governance and ITSM

* **Day 3**
* Introduction to Service Strategy
* Service Strategy
* Objectives
* Service Strategy
* Service Strategy Processes
* Types of Services
* Service Strategy-Customers and Users

* **Day 4**
* Service Design
* Introduction to Service Design
* Objectives
* Service Design-Overview
* Roles in Service Design
* Roles in Service Design (contd.)

* **Day 5**
* Introduction to Service Transition
* Service Transition
* Objectives
* Service Transition
* Configuration Item
* Configuration Management System
* **The Feature Of Asia Master Training And Development Center**
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