

Overview

The course is based on the IT Infrastructure Library (ITIL) and therefore provides the common sense and practical advice required to help new and experienced Service Support and Delivery staff to do their job better. ITIL is the International Service Management standard as described in the IT Infrastructure Library - published by OGC.

Objectives

Describe the main concepts, benefits, impacts, techniques and methods associated with each of the IT Service Delivery and Service Support processes. To enable delegates to understand the major deliverables, roles, tasks and responsibilities expected from service suppliers, clients, managers and staff.

Skills Gained

At the end of the seminar, delegates will be able to:

- Understand the disciplines/processes that help service management staff to deliver and support quality products and services.
- Recognise the service improvements to be gained through correct implementation and the potential service disruptions that can occur if not correctly implemented.

Pre-requisites

There are no formal pre-requisites for this course.

Who Should Attend

Anyone who wants to achieve the ITIL Foundation certification.

Content

Introduction

The control, resolution, release and delivery processes. IT Infrastructure Library (ITIL). The total life cycle approach. The ITIL Framework.

Configuration Management

How to identify, control, account for and verify IT assets. The configuration management database

Service Desk and Incident Management

How to manage and control incidents; what is 'first-line incident support'.

Problem Management

How to isolate problems from incidents, control problems and fix errors. 3rd party issues

Change Management

How to control changes through the stages of impact analysis, assess, authorise, prioritise, schedule, test and implement. Role of Change Manager and Change Advisory Board using change methods.

Release Management

How to store and release authorised software in centralised and decentralised environments.

Service Level Management

How service level/operational requirements, catalogues, operational and service level agreements are developed. The supplier/client management issues.

Availability Management

How to improve service availability. Service/supplier chains. Planning and maintaining IT systems.

Capacity Management

How a capacity plan is created. Workload, resource, performance, applications and demand management.

Business Continuity and IT Service Continuity Management

How a contingency plan is created. Why business continuity planning is vital. Typical risks to critical services. Risk management methods. Disaster recovery options.

Financial Management for IT Services

How financial management works. Key principles of budgeting, accounting and charging.

Exam

- The ISEB Foundation Certificate in IT Service Management examination is a closed-book, one hour, 40 question multiple-choice paper. The pass mark is 65%.

Course Duration: 3 Days