ITIL Foundation, Part 2 of 5: Principles, Models, and Concepts

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Meet the expert: Kurt McWhirter is a recognized authority on using the ITIL framework and has more than 30 years of experience in IT strategic planning, operations management, and enterprise process design and implementation. He is certified as an ITIL Expert and ISO/IEC 20000 Consultant and is an accredited ITIL Trainer. He is the lead author of the book "The Definitive Guide to IT Service Metrics."

Prerequisites: This course is designed for IT service professionals looking to improve their IT processes and organization. They should have knowledge of what IT does and who are their customers. Please view ITIL Foundation: Introduction before starting this course.

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Course description: In this course you will start to see that ITIL has quite a few terms and concepts which build upon the vocabulary used within Service Management. And as we continue you will also find that the principles, concepts, and terms discussed will help you gain that understanding of Service Management as a practice. We will begin by reviewing the 4Ps of Service Design. We will also discuss the basic roles in the lifecycle, the concept of governance, and other service management and quality frameworks.

Course outline:

Principles Models & Concepts
- Introduction
- Processes
- Process Characteristics
- Processes, Tools, & Automation
- Functions
- Summary

More Concepts & Principles
- Introduction
- Specific Roles
- Process Owner
- Process Manager
- Process Practitioner
- Service Owner
- RACI Model/Authority Matrix
- Summary

Business Principles
- Introduction
- Risk Management
- Business Case
- Communication
- Portfolio, Pipeline, & Catalog
- Prioritization
- Summary