ITIL Foundation, Part 3 of 5: Lifecycle Phases

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: Principles, Models and Concepts before starting this course.

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Course description: This course will detail the ITIL Service Lifecycle phases. We will review each phase to ensure we gain a complete understanding of the goal, purpose, objectives, scope, key concepts and activities found within the phase. We will explain the value proposition brought by each phase of the Service Lifecycle to the business and to the service provider. We will also briefly introduce the processes that make up each phase.

Course outline:

Service Strategy
- Introduction
- Service Strategy (SS)
- Value Creation
- Value Creation II
- SS - Value to the Business
- Summary

Service Design
- Introduction
- Service Design (SD)
- 5 Aspects of Design
- Service Design Package (SDP)
- SD - Value to the Business
- Summary

Service Transition
- Introduction
- Service Transition (ST)
- SKMS
- SKMS II
- ST - Value to the Business
- Summary

Service Operation
- Introduction
- Service Operation (SO)
- SO - Value to the Business
- Summary

Continual Service Improvement
- Introduction
- Continual Service Improvement
- Measurement Systems & Metrics
- All About Metrics
- All About Metrics II
- CSI Register
- CSI Approach
- Plan-Do-Check-Act Model
- CSI - Value to the Business
- Summary