ITIL Foundation, Part 4 of 5: Strategy and Design Proc

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: Lifecycle Phases before starting this course.

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Course description: This course will introduce the processes found in Service Strategy and Service Design. We will briefly review the purpose for each lifecycle phase and then review the processes. We will build an understanding of the purpose, objectives and scope for each process. Within ITIL there are 4 processes that are considered to be highly important. For these processes we will also elaborate on additional process aspects such as basic concepts, process activities and process interfaces.

Course outline:

Service Strategy
- Introduction
- Service Strategy (SS)
- Service Portfolio Management
- Service Portfolio & Catalog
- Financial Management for IT
- Business Relationship Mgmt
- Summary

Service Design
- Introduction
- Service Design
- Design Coordination
- Service Catalog Management
- SCatM - Key Concepts
- SCatM - Key Concepts II
- 2-view Service Catalog
- SCatM - Key Concepts III
- 3-view Service Catalog
- Summary

Service Level Management
- Introduction
- Service Level Management
- SLM Key Concepts
- Activities
- SLM Interfaces
- Summary

Availability Management
- Introduction
- Availability Management
- AM - Key Concepts
- Capacity Management
- CapM - Key Concepts
- Summary

IT Continuity Management
- Introduction
- IT Continuity Management
- ITSCM - Key Concepts
- InformationSecurityManagement
- ISM - II
- ISM - Key Concepts
- Supplier Management
- SuppM - Key Concepts
- Summary