Operational Support & Analysis

This course is designed for those Change Managers or those working in a Change Management team, those who Manage Build teams or work in them, Test teams or staff who are testers, Configuration Managers or staff working in Configuration Management, Asset Managers and/or staff working in Asset Management, anyone who is continually improving these processes. Or anyone from Operations who would like to understand not only how operational processes work together but also what should have been done before the support started.

1. Introduction to ITIL Operational Support and Analysis
2. Event Management and how it contributes to Service Operation and Analysis
3. Incident Management and how it contributes to Service Operation and Analysis
4. Request Fulfilment and how it contributes to Service Operation and Analysis
5. Problem Management and how it contributes to Service Operation and Analysis
6. Service Desk and how it contributes to Service Operation and Analysis
7. Service Operation Functions of Technical Management, IT Operations Management, and Applications Management
8. Technology and Implementation considerations and features that are related to Service Operation and Analysis practices
9. Operational Support and Analysis Simulation

ITIL Expert Roadmap
Confused by the new ITIL and all the options? Want to become an ITIL Expert? Email now for our ITIL Roadmap itil_roadmap@alctraining.com

Release, Control & Validation

This course is designed for those Change Managers or those working in a Change Management team, those who Manage Build teams or work in them, Test teams or staff who are testers, Configuration Managers or staff working in Configuration Management, Asset Managers and/or staff working in Asset Management, anyone who is continually improving these processes. Or anyone from this transition group who would like to understand not only how Transition processes work together but also what should have been done before the support started.

1. Introduction the importance of Service Capability Stream: Release, Control and Validation (RCV) in the context of the Service Lifecycle.
2. Change management process, its components and deliverables
3. Service Asset and Configuration Management (SACM) its components and deliverables
4. Service Validation and Testing (SVT) process, its components and deliverables
5. Release and Deployment Management (RDM) process, its components and deliverables
6. Request Fulfilment its components and deliverables
7. Service Evaluation process, its components and deliverables
8. Knowledge Management (KM) process, its components and deliverables
9. Service Release, Control and Validation Roles and Responsibilities the key roles / functions responsible for executing each process step
10. Technology and Implementation Considerations and what special technology functions and features are related to Release, Control and Validation practices
11. Release, Control and Validation Simulation
Planning, Protection & Optimisation

This course is designed for Availability managers or those working in a team that monitors and measures the availability of services. IT & Business Capacity Managers or those working in a Capacity team, IT & Business Continuity Managers or staff working in IT and/or Business Continuity, Security Managers or staff working in a security team, anyone who is continually improving these processes. Or anyone from a design group/team who would like to understand not only how the design processes work together but also what should have been done before the design started and what needs to be completed before the build is commenced.

1. Introduction to ITIL Planning, Protection and Optimisation (PPO) concepts and terminology of the Service Lifecycle and the role within the Lifecycle
2. Capacity Management process and how it contributes to Planning, protect and optimisation
3. Availability Management process and how it contributes to Planning, protect and optimisation
4. IT Service Continuity Management process and how it contributes to Planning, protect and optimisation
5. Information Security Management processes and how it contributes to Planning, protect and optimisation
6. Demand Management process and how it contributes to Planning, protect and optimisation
7. Challenges, Critical Success Factors and Risks and how it contributes to Planning, protect and optimisation
8. Planning, Protection and Optimisation Roles and Responsibilities how they contributes to Planning, protect and optimisation
9. Technology and Implementation Considerations and how it contributes to Planning, protect and optimisation
10. Planning, protection and optimisation Simulation

Prerequisite
Candidates must hold the ITIL Foundation Certificate V3 or later.

Service Offerings & Agreements

This course is designed for IT Strategy, IT Architects, Business Relationship Managers, Business Analysts, Contract Managers or staff in a contract team, Service Catalogue Managers or staff involved in the creation/maintenance /update of a Service Catalogue, Service Level Managers or staff working in a Service Level Management team, Financial managers or staff involved in Financial Management over IT and anyone who is continually improving these processes. Or Anyone from a Strategy group who would like to understand how to effectively set the foundations for effective IT Service management with an understanding of how not only how these IT Strategic processes work together but also what should have been done before the design (the spending any money) and what customers should expect from operational teams/groups.

1. Introduction to the concepts and terminology of the Service Lifecycle and the role of SOA within the Lifecycle
2. Demand Management and how it contributes to Service Offerings and Agreements
3. Service Portfolio and its relationship with the Service Catalogue and Service Pipeline
4. Service Catalogue Management process and how it is integrated with the Service Portfolio
5. Service Level Management process and deliverables
6. Supplier Management process and the interfaces and dependencies of the process
7. Financial Management contribution to the Service Lifecycle and the basic principles of Service Economics
8. Business Relationship Manager
9. Service Offerings and Agreements Roles and Responsibilities
10. Technology and Implementation Considerations as part of implementing service management process capabilities, and what special technology functions and features are related to Service Offerings and Agreements practices.
11. Service Offerings and Agreements Simulation

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