Take your ITIL skills to the next level

ITIL Lifecycle

ITIL Intermediate:

- Advance your career
- Add value to your organisation
- Gain credits towards ITIL Expert

Part of the complete ITIL Education Program

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

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TRAINING ORGANIZATION ACCREDITED BY
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ITIL Lifecycle

Service Strategy

This course is designed for ITIL Intermediate Qualification: Service Design Certificate includes, but is not restricted to; CIOs, CTOs, Managers, Supervisory staff, Team Leaders, Designers, Architects, Planners, IT Consultants, IT Audit Managers, IT Security Managers, ITSM trainers involved in the ongoing management, coordination and integration of design activities within the Service Lifecycle.

1. **Service Strategy Principles**
   - The logic of value-creation within the context of the ITIL Service Lifecycle
   - Service provider types, and be able to choose between the types
   - Dynamics of a service model based on the concept of value networks
   - Strategic perspectives, plans, positions and patterns as applied to service management and IT in their own organisation
2. **Defining Services and Market Spaces**
   - Develop formal definitions of services suitable for planning and execution across the Service Lifecycle
   - Indentifying, classifying and dissect business outcomes of customers and relating them to customer assets and service assets
   - Break down of services into customer outcomes, service assets, utility and warranty elements
   - Defining market spaces, identifying opportunities for new or changed services, and visualising services as configurations and patterns
3. **Conducting Strategic Assessments**
   - Identify critical success factors and degree of alignment of existing services, capabilities, and strategies with customer's business.
   - Explore business potential within existing customers and in adjacent market spaces through analysis of patterns within Service Catalogue, business strategy of customers, and environmental factors such as business trends, technological innovation, and regulatory compliance.
4. **Financial Management**
   - Business impact analysis
   - Funding the Service Portfolio and phases of the Service Lifecycle and defining expectations or return on investments
5. **Service Portfolio Management**
   - Service Portfolio Management, methods, and processes related to service management and services
6. **Managing Demand**
   - Develop a high-level strategy for demand management that can be supported by capabilities across the Service Lifecycle.
   - Define Core Service Packages and Service Level Packages.
   - Understand and outline the role of Product Manager and Business Relationship Manager.
7. **Driving Strategy Through the Service Lifecycle**
   - Develop policies and constraints for Service Design that will encode strategic objectives and customer needs.
   - Define requirements for Service Transition to act on behalf of Service Strategy in reducing costs and risks as service progress through the Lifecycle.
   - Develop tactical plans for the Service catalogue to be effectively hosted by Service Operation phase, with adjustments by customers and contracts.
   - Identify and qualify opportunities for improvement across the Service Portfolio and Service Lifecycle, and the need for modifying strategic positions and plans.
8. **Critical success factors and risks**
   - Understand the role of organisation development and sourcing as critical success factors. Also able to assist senior management in drafting related policies.
   - Appreciate the use of automation and tools to meet strategic objectives through the framework of service management. Also able to assist senior management in drafting related policies.
   - Estimate or predict the benefits and risks from factors such as complexity, coordination, intangible assets, and total cost of utilisation (TCU).
   - Appreciate and mitigate various types of risks across the Lifecycle and high-level approaches for mitigating risks.

ITIL Lifecycle Service Design

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1. **Introduction to Service Design**
   - The concept of service management as a practice
   - The concept of service, its value proposition and composition
   - The concepts of function, process and role
   - The purpose, goals and objectives of Service Design
   - The scope of Service Design
   - The business value
   - The contents and use of the Service Design package
   - The contents and use of service acceptance criteria

2. **Service Design Principles**
   - Service Design principles and service composition
   - The importance and approach to balanced design
   - Service requirements, business requirements and drivers
   - Design activities and constraints
   - The principles and the five aspects of Service Design to the management of Service Design processes:- Context- Designing service solutions- Designing supporting systems, especially the service portfolio- Designing technology architectures- Designing processes- Designing measurement systems and metrics
   - Business Service Management (BSM) and Service Oriented Architecture (SOA) principles
   - Service Design models

3. **Service Design Processes**
   - Service Catalogue Management
   - Service Level Management
   - Capacity Management
   - Availability Management
   - IT Service Continuity Management
   - Information Security Management
   - Supplier Management
   - And the principles and the five aspects of Service Design (to the management of Service Design processes)

4. **Service Design Technology related activities**
   - Requirement types and manage activities and techniques within requirements engineering
   - The activities and techniques within data and information management
   - Activities and techniques associated with application management

5. **Organising for Service Design**
   - Functional roles analysis and RACI
   - The roles and responsibilities within Service Design

6. **Consideration of Technology**
   - Describe the types of tools that would benefit Service Design
   - Understand requirements for service management tools

7. **Implementation and Improvement of Service Design**
   - Business impact analysis, service level requirements and risks
   - The six-stage implementation approach
   - Measurements through critical success factors and key performance indicators
   - Prerequisites for success and risks affecting Service Design activities and processes

ITIL Lifecycle

Service Transition

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1. Introduction to Service Transition

- Service Transition as a practice
- Service, its value proposition and value composition
- Functions, processes and roles
- The purpose, goals and objectives of Service Transition
- The scope of Service Transition and the types of processes used by Service Transition
- The position of Service Transition within the service lifecycle , the interfaces, inputs and outputs
- Potential value to business

2. Service Transition Principles

- The concept of service and role of utilities, warranties, capabilities and resources in delivering the service
- The key policies and best practice principles that aid effective Service Transition

3. Service Transition Processes

- Transition Planning and Support
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Service Validation and Testing
- Evaluation
- Knowledge Management

4. Service Transition Related Activities

- Managing communications and cCommitment
- Managing organisational and stakeholder change
- Organisational roles, responsibilities and Service Transitions roles within organisational change
- Planning and implementing organisational change, and the outputs from other lifecycle stages which assist with managing organisational change
- Assessing organisational readiness for and monitoring progress of organisational change
- Methods, practices and techniques used in managing change
- Stakeholder management

5. Organisation for Service Transition

- Service Transition roles and responsibilities
- Organisational context for Service Transition
- The relationship of Service Transition with other lifecycle phases

6. Consideration of Technology

- Technology requirements for Service Transition that support Service Transition as a whole and, support Service Transition's integration into the whole lifecycle

7. Implementation and Improvement of Service Transition

- The stages of introducing Service Transition to an organisation, including:- Justification- Design- Management of cultural change and risks and beneficial values
- Measurements through analysing critical success factors and key performance indicators
- Challenges, pre-requisites for success and risks that affect the likely viability of new and changed services
- Challenges facing service transition and the external factors that affect the approach to service transition

ITIL Lifecycle Service Operation

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1. **Introduction to Service Operation**
   - The term 'Service Operation', and how it fits in the overall core ITIL Lifecycle
   - The main purpose and objectives of Service Operation
   - The ITIL processes primarily covered in Service Operation
   - The functions within Service Operation
   - The value to the business
2. **Service Operation Principles**
   - Organisational issues including: functions, groups, teams, department and divisions
   - Achieving balance in Service Operations
   - Providing service
   - Involvement in design and transition
   - Operational health
   - Documentation
3. **Service Operation Processes**
   - Event Management
   - Incident Management
   - Request Fulfillment
   - Problem Management
   - Access Management
4. **Common Service Operation Activities**
   - Monitoring & Control
   - IT Operations
   - Mainframe Management
   - Internet/Web Management
   - Facilities & Data centre Management
   - IT Security Management in relation to Service Operation
   - Improvement of Operational Activities
5. **Organising Service Operation**
   - Functions- Service Desk- Technical Management- IT Operations Management- Application Management
   - Roles and responsibilities
   - Service Operation organisational structures
6. **Technology Considerations**
   - Incident Management
   - Access Management
   - Service Desk
7. **Implementation Considerations**
   - Managing Change in Service Operations
   - Service Operation and Project Management
   - Assessing & Managing Risk in Service Operations
   - Planning & Implementing Service Management Technologies
8. **Challenges, Critical Success Factors and Risks**
   - The challenges and risks facing Service Operation and how Critical Success Factors contribute to Service Operation.

ITIL Lifecycle

Continual Service Improvement

This course is designed, but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers.

1. Introduction to Continual Service Improvement

- The purpose and objectives of Continual Service Improvement
- The scope of Continual Service Improvement
- The approach to Continual Service Improvement
- The interfaces with other ITIL Lifecycle stages

2. Continual Service Improvement Principles

- How the success of CSI depends upon an understanding of change upon an Organisation
- How CSI drives the adoption of, and is influenced by, Service Level Management
- How CSI can be used to ensure good governance where goals are aligned and good management is achieved.
- How frameworks, models, standards and quality systems fully support the concepts embodied in CSI

3. Continual Service Improvement Process

- The 7-step improvement process
- How CSI integrates with the other stages in the Service Lifecycle
- The various business questions for CSI
- The relationship between CSI and Service Level Management

4. Continual Service Improvement Methods and Techniques

- What to assess and when to use assessments
- How a gap analysis can provide insight into the areas that have room for improvement
- Benchmarking
- How capacity management techniques such as business, service and component capacity management, workload and demand management, the iterative activities of capacity management can be used by CSI
- Problem management supports the activities of CSI

5. Organisation for Continual Service Improvement

- The nature of the activities and the skills required for the 7-step improvement process
- The responsibilities, skills and competencies for:- Service Manager- CSI Manager- Service Owner
- How authority matrices (RACI) can very used when defining communication procedures in the CSI process

6. Technology for Continual Service Improvement

- IT service management suites
- System and network management
- Automated incident/problem resolution
- Project and portfolio management
- Financial management

7. Implementing Continual Service Improvement

- Where to start
- The role of governance to CSI
- Communications strategy and plan

8. Critical Success Factors and Risks

- The appropriate critical success factors for Continual Service Improvement
- The potential impact if the risks associated with implementing CSI
- The potential value to business, benefits and costs