

Schedule ITIL V3 Refresh & V2-V3 Bridging Exam

In each case studies are discussed.

1 Day Program: 9:00 – 17:00		
9:00	9:30	Welcome coffee Introduction of the participants & trainer
9:30	10:00	Module 0 The purpose of this unit is to help the candidate understand the background for ITIL version 3 and why ITIL needed to change. Specifically, candidates must be able to: 00-1. Explain the background for the new ITIL version and how the project got input from different stakeholder groups and nationalities 00-2. Understand why ITIL needed to change 00-3. Understand the new structure of ITIL
10:00	10:15	Module 1 - SM as a practice The purpose of this unit is to help the candidate define Service and to comprehend and explain the concept of Service Management as a practice. Specifically, candidates must be able to: 01-2. Define and explain the concept of a Service (SS, SD, ST, SO, CSI) 01-3. Define and explain the concept of Service Management (SS, SD, ST, SO, CSI)
11:00	11:10	Coffee break
11:10	12:00	Module 2 The purpose of this unit is to help the candidate to understand the Service Lifecycle and explain the objectives and business value for each phase in the lifecycle. Specifically, candidates must be able to: 02-1. Briefly explain the Service Lifecycle (SS, SD, ST, SO,CSI) 02-2. Describe the structure, scope, components and interfaces of the ITIL® Library (SS, SD, ST, SO, CSI) 02-3. Account for the main goals and objectives of Service Strategy (SS) 02-4. Account for the main goals and objectives of Service Design (SD, SD) 02-5. Briefly explain what value Service Design provides to the business (SD) 02-6. Account for the main goals and objectives of Service Transition (ST) 02-7. Briefly explain what value Service Transition provides to the business (ST) 02-8. Account for the main goals and objectives of Service Operations (SO) 02-9. Briefly explain what value Service Operation provides to the business (SO) 02-10. Account for the main goals and objectives of Continual Service Improvement (CSI) 02-11. Briefly explain what value Continual Service Improvement provides to the business (CSI)
		Module 3 - Generic concepts and definitions The purpose of this unit is to help the candidate define some of the key

		<p>terminology and explain the key concepts of Service Management.</p> <p>Specifically, candidates must be able to define and explain the following key concepts:</p> <p>03-1. Utility and Warranty (SS, ST) 03-2. Resources and Capabilities (SS) 03-3. Service Portfolio (SS, SD) 03-5. The role of IT Governance across the Service Lifecycle (CSI) 03-6. Business Case (SS, CSI) 03-8. Service Model (SS, SD, ST) 03-14. Service Design Package (SD) 03-16. Service Knowledge Management System (SKMS) (ST, SO) 03-17. Configuration Management System (ST, SO) 03-19. Definitive Media Library (DML) (ST) 03-24. Event (SO) 03-33. The role of communication in Service Operation (SO)</p> <p><i>This module is covered as part of the training in the other units.</i></p>
12:00	13:00	<p>Module 4 - Key Principles and Models</p> <p>The purpose of this unit is to help the candidate comprehend and account for the key principles and models of Service Management and balance some of the opposing forces within Service Management.</p> <p>Specifically, candidates must be able to:</p> <p>Service Strategy 04-1. Explain how <u>Service Assets</u> are the basis for Value Creation 04-2. Describe basics of Value Creation through Services (SS)</p> <p>Service Design 04-4. Discuss the five major aspects of Service Design (SD):</p> <ul style="list-style-type: none"> • Service Portfolio Design • Identification of Business Requirements, definition of Service Requirements and design of Services • Technology and architectural design • Process design • Measurement design <p>04-5. Distinguish between different Service Sourcing approaches and options (SD)</p> <p>Service Transition 04-6. Explain the Service V model (ST)</p> <p>Service Operation 04-7. Summarize the following conflicting balances in Service Operation (SO):</p> <ul style="list-style-type: none"> • IT Services versus Technology components • Stability versus Responsiveness

		<ul style="list-style-type: none"> • Quality of Service versus Cost of Service • Reactive versus Proactive <p>Continual Service Improvement</p> <p>04-9. Explain the Continual Service Improvement Model (CSI)</p> <p>04-10. Understand the role of measurement for Continual Service Improvement and explain the following key elements:</p> <ul style="list-style-type: none"> • Business value (CSI) • Baselines (CSI) • Types of metrics (technology metrics, process metrics, service metrics) (CSI)
13:00	14:00	Lunch Break
13:15	15:00	<p>Module 5 – Processes</p> <p>The purpose of this unit is to help the candidate understand how the Service Management processes contribute to the Service Lifecycle, to explain the high level objectives, scope, basic concepts, activities, key metrics (KPIs), roles and challenges for five of the core processes and to state the objectives, some of the basic concepts and roles for fifteen of the remaining processes.</p> <p>Specifically, candidates must be able to:</p> <p>Service Strategy</p> <p>05-1. Outline the four main activities in the Service Strategy process</p> <ul style="list-style-type: none"> • Define the market (SS) • Develop the offerings (SS) • Develop strategic assets (SS) • Prepare for Execution <p>05-2. State the objectives, basic concepts and roles for:</p> <ul style="list-style-type: none"> • Service Portfolio Management (SPM) (SS) • Demand Management (SS) <p>Service Design</p> <p>05-3. State the objectives, basic concepts and roles for:</p> <ul style="list-style-type: none"> • Service Catalogue Management (SD) • Information Security Management (ISM) (SD) • Supplier Management (SD) <p>Service Transition</p> <p>05-4. State the objectives, basic concepts and roles for:</p> <ul style="list-style-type: none"> • Release and Deployment Management (ST) <p>Service Operation</p> <p>05-5. State the objectives, basic concepts and roles for:</p> <ul style="list-style-type: none"> • Event Management (SO) • Request Fulfilment (SO) • Access Management (SO) <p>Continual Service Improvement</p> <p>05-6. Explain the high level objectives, basic concepts, process activities, roles and metrics for:</p> <ul style="list-style-type: none"> • The 7 step improvement process (CSI)

15:00	15:30	<p>Module 6 – Functions and Roles Functions</p> <p>The purpose of this unit is to help the candidate explain the role, objectives, organizational structures, staffing and metrics of the Service Desk function and state the role, objectives and overlap of three other functions.</p> <p>Specifically, candidates must be able to:</p> <p>06-2. State the role, objectives and organizational overlap of:</p> <ul style="list-style-type: none"> • The Technical Management function (SO) • The Application Management function (SO) • The IT Operations Management function (IT Operations Control and Facilities Management) (SO) <p>Roles</p> <p>The purpose of this unit is to help the candidate account for the role and, be aware of the responsibilities of some of the key roles in Service Management and recognize a number of the remaining roles described in other Learning Units.</p> <p>Specifically, candidates must be able to:</p> <p>07-1a. Account for the role and the responsibilities of the Service owner (ST, CSI)</p> <p>07-2. Recognize the RACI model and explain its role in determining organizational structure. (SD, CSI)</p>
15:30	15:45	Coffee Break
15:45	16:00	Recapitulation, Q&A or Break
16:00	17:00	Certification Exam