ITIL® Foundation Course - Training Roadmap

Patterns of Business Activity (PBA)

Budgeting

Accounting

Charging

Service Strategy

- Strategy Management for IT Services
- Service Portfolio Management
- Demand Management
- Financial Management for IT Services
- Business Relationship Management

UTILITY

OR

T/F

Fit for purpose?

AND

T/F

AND

Fit for use?

T/F

WARRANTY

T: True
F: False

ALC Group
Leaders in Certification Training
ITIL, COBIT, SABSA, PRINCE2, MSP, P3O
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RACI Model

R = responsible
A = accountable
C = consulted
I = informed

SERVICE PACKAGE
Service Level Package (SLP)
Core Services & Supporting Services

Service Knowledge Management System

Service Portfolio

Service Status:
Requirements
Defined
Analysed
Approved
Chartered
Designed
Developed
Built
Test
Released
Operational
Retired

Service Pipeline

Service Catalogue

Retired Services

Description
Value proposition
Business Cases
Priorities
Risks
Offerings and packages
Costs and pricing

Customer/support team viewable section of the Service Portfolio (the Service Catalogue, with selected fields viewable)

Services
Supported products
Policies
Ordering and request procedures
Support terms and conditions
Entry points and escalations
Pricing and chargeback

Business
Customer Customer Customer

Service Level Agreements
Availability (service availability %)

Service A | Service B | Service C

IT

IT Systems

Operational Level Agreements
Reliability & Maintainability (MTBF & MTRS)

Internal Support Teams

Contracts & Agreements
Serviceability (availability, MTBF & MTRS)

Suppliers

Service Design

- Design Co-ordination
- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

People
Process
Partners
Products

Assets
Threats
Vulnerabilities

RISKS

Countermeasures

SERVICE DESIGN PACKAGE (SDP)
Requirements
Service design
Organisational readiness assessment
Service Lifecycle plans
Service Acceptance Criteria (SAC)

Continual Service Improvement

The Seven Step Improvement Process

SERVICE PERFORMANCE REPORTS

Event Incident Problem RFC

User User
Service Desk
Support Support
Local

Customer Site Customer Site
Service Desk
Support Support
Centralised

Virtual Service Desk
Virtual / Follow the Sun

Service Operation

- Event Management
- Incident Management
- Problem Management
- Request Fulfilment
- Access Management
- Service Desk
- IT Operations Management
- Technical Management
- Application Management

Functions

CSI Model

What is the vision?

Where are we now?

Where do we want to be?

How do we get there?

Did we get there?

How do we keep the momentum going?

1. Identify:
Vision
Business need
Strategy
Tactical goals
Operational goals

2. Define what you will measure

3. Gather the data.
Who? How? When?
Criteria to evaluate
Integrity of data
Operational goals
Service measurement

4. Process the data.
Frequency? Format?
Tools and systems?
Accuracy?

5. Analyse the information and data.
Trends? Targets?
Improvements required?

6. Present and use the infomformation
Assessment summary
Action plans
Etc.

7. Implement improvement

GOALS

Act Plan Check Do

Deming Cycle

Service Knowledge Management System (SKMS)

Decisions

Configuration Management System (CMS)

Configuration Management Databases (CMDBs)

Service Transition

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

Wisdom
Knowledge
Information
Data

EARLY LIFE SUPPORT

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