ITIL® Foundation Course Outline

1   Lesson 1: Introduction

2   Lesson 2: Evolution of ITIL®

3   Lesson 3: Service Management as a Practice

Concept of Good Practice & ITIL®
Concept of a Service
Concept of Service Value
Concept of Service Management
Value Creation through Services
Technologies Private Limited
Functions and Processes
The Process Model & Characteristics
Role Definitions & RACI Model
Service Management Technology & Automation

4   Lesson 4: The Service Lifecycle

Define & understand the following
The Service Lifecycle
The ITIL® Library
The Role of IT Governance

5   Lesson 5 : The Lifecycle Phase: Service Strategy

Functions and Processes in Service Strategy
Financial Management
Service Portfolio Management (SPM)
Demand Management

6   Lesson 6: The Lifecycle Phase: Service Design

Functions and Processes in Service Design
Service Catalogue Management
Service Level Management
Capacity and Availability Managem
IT Service Continuity Management
Information Security Management
Supplier Management

7   Lesson 7 : The Lifecycle Phase: Service Transition

Functions and Processes in Service Transition
Transition Planning and Support

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Change Management
Service Asset and Configuration Management
Release and Deployment Management
Service Validation and Testing, Evaluation
Knowledge Management(DIKW cycle)

8   Lesson 8: The Lifecycle Phase: Service Operation

Functions and Processes in Service Operation
Event and Incident Management
Request Fulfillment
Problem and Access Management
Monitoring and Control
IT Operations
Service Desk
Technology and Architecture

9   Lesson 9: The Lifecycle Phase: Continuous Service Improvement

Functions and Processes in Service Operation