



*This is to certify that
Chris FitzGerald
has completed the course
ITIL V3 - ITIL and the Service Lifecycle - ib_itil_a01_it_enus
on
6/23/08*



Association for
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ITIL V3 - ITIL and the Service Lifecycle

About This Course

Overview/Description:

Organizations that provide IT services to internal or external customers need to provide excellent services to enhance value to the organization. The IT Infrastructure Library (ITIL) can help organizations achieve these goals and increase external and internal customer satisfaction. To be successful, an organization needs to have the capabilities to manage these services and good practices to ensure these capabilities are fully utilized. This course addresses using service management as a practice for IT companies.

Target Audience:

For information technology managers and support personnel who seek to improve and streamline the processes used to support the deployment of information technology within a business organization and individuals preparing for the ITIL V3 Foundation exam.

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1.5 hours

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Course Number:

ib_itil_a01_it_enus

ITIL V3 - ITIL and the Service Lifecycle

Course Objectives

Lesson: Understanding ITIL and Service Management

After completing this topic, you should be able to

- match the organizations involved with the IT infrastructure library and examinations with their role
- identify the reasons for ITIL's success
- identify the features of the ITIL qualification and examination scheme
- identify how a service can provide value
- identify the features of services
- identify the features of Service Management

Lesson: Introducing the Service Lifecycle

After completing this topic, you should be able to

- match each ITIL volume with a description of what it provides
- recognize the goals and objectives of each Lifecycle phase
- recognize the scope of each Service Lifecycle phase
- recognize the value of each Service Lifecycle phase
- recognize definitions of functions, roles, and processes

ITIL V3 - ITIL and the Service Lifecycle

References

Books

Service Strategy

2007, Office of Government Commerce, TSO, 9780113310456

Service Transition

2007, Office of Government Commerce, TSO, 9780113310487

Service Operation

2007, Office of Government Commerce, TSO, 9780113310463

Continual Service Improvement

2007, Office of Government Commerce, TSO, 9780113310494

Service Design

2007, Office of Government Commerce, TSO, 9780113310470

The Official Introduction to the ITIL Service Lifecycle

2007, Office of Government Commerce, TSO, 9780113310616



*This is to certify that
Chris FitzGerald
has completed the course
ITIL V3 - Service Strategy Fundamentals - ib_itil_a02_it_enus
on
6/25/08*



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ITIL V3 - Service Strategy Fundamentals

About This Course

Overview/Description:

IT organizations face a variety of challenges to maintain a strategic advantage over their competitors. Within IT Infrastructure Library (ITIL), Service Strategy is a phase of the Service Lifecycle that helps IT organizations create value for their organizations through their service assets. This course examines how value is created through service assets, and how these service assets can perform better through service automation. It also details the four main activities in the Service Strategy process.

Target Audience:

For information technology managers and support personnel who seek to improve and streamline the processes used to support the deployment of information technology within a business organization and individuals preparing for the ITIL V3 Foundation exam.

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2.4 hours

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Course Number:

ib_itil_a02_it_enus

ITIL V3 - Service Strategy Fundamentals

Course Objectives

Lesson: Using Service Strategies to Create Value

After completing this topic, you should be able to

- recognize how organizations use assets to create and add value
- recognize how to implement service automation guidelines
- identify the advantages of service automation

Lesson: Defining Activities in Service Strategy

After completing this topic, you should be able to

- recognize examples of defining the market activities
- recognize how identifying the market space helps when developing offerings
- recognize how to determine if there is value in a service
- identify how the Service Portfolio assists in developing offerings
- identify reasons why organizations should develop Service Management as a strategic asset
- recognize how an organization develops Service Management as a strategic asset in a given example
- recognize examples of the first five steps in preparing for execution
- recognize examples of steps six to ten in preparing for execution

ITIL V3 - Service Strategy Fundamentals

References

Books

The Official Introduction to the ITIL Service Lifecycle

2007, Office of Government Commerce, TSO, 9780113310616

Service Strategy

2007, Office of Government Commerce, TSO, 9780113310456

Service Design

2007, Office of Government Commerce, TSO, 9780113310470

Service Transition

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Continual Service Improvement

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*This is to certify that
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ITIL V3 - Service Strategy Processes - ib_itil_a03_it_enus
on
6/25/08*



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ITIL V3 - Service Strategy Processes

About This Course

Overview/Description:

In order to decide the best path for an IT service organization to grow, service providers need to develop a strategy to maintain an advantage over their competitors. This course details the processes that affect Service Strategy.

Target Audience:

For information technology managers and support personnel who seek to improve and streamline the processes used to support the deployment of information technology within a business organization and individuals preparing for the ITIL V3 Foundation exam.

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1.1 hours

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Course Number:

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ITIL V3 - Service Strategy Processes

Course Objectives

Lesson: Managing Service Strategy Processes

After completing this topic, you should be able to

- sequence examples of the Service Portfolio Management process
- identify the role of Pattern of Business Activity (PBA) and User Profile (UP) in Demand Management
- distinguish between SLPs and CSPs
- recognize the characteristics of Financial Management concepts
- recognize examples of Financial Management key inputs
- recognize examples of Financial Management key outputs

ITIL V3 - Service Strategy Processes

References

Books

Service Strategy

2007, Office of Government Commerce, TSO, 9780113310456

Service Design

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Service Transition

2007, Office of Government Commerce, TSO, 9780113310487

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The Official Introduction to the ITIL Service Lifecycle

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*This is to certify that
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ITIL V3 - Service Design Fundamentals - ib_itil_a04_it_enus
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ITIL V3 - Service Design Fundamentals

About This Course

Overview/Description:

IT organizations must design their services according to their business objectives, thereby aligning those services with their business needs. Within ITIL, Service Design is a phase of the Service Lifecycle that helps IT organizations create the design specifications to provide these IT services.

Target Audience:

For information technology managers and support personnel who seek to improve and streamline the processes used to support the deployment of information technology within a business organization and individuals preparing for the ITIL V3 Foundation exam.

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ITIL V3 - Service Design Fundamentals

Course Objectives

Lesson: Introducing Service Design

After completing this topic, you should be able to

- identify the five aspects of Service Design
- recognize how to ensure that Service Design scope is aligned with business needs
- identify considerations when designing a service solution
- identify the options of status within the Service Portfolio
- match roles in the Enterprise Architecture with their functions
- recognize the areas to consider when designing a management architecture that integrates IT needs with business needs
- identify the features of process design
- recognize scenarios that illustrate metric tree benefits

Lesson: Service Delivery Strategies and Tools

After completing this topic, you should be able to

- recognize which service delivery strategy to use in a given scenario
- match delivery strategies with descriptions
- identify how the use of tools facilitates the Service Design process

ITIL V3 - Service Design Fundamentals

References

Books

Service Strategy

2007, Office of Government Commerce, TSO, 9780113310456

Service Design

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ITIL V3 - Service Design Processes - ib_itil_a05_it_enus
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ITIL V3 - Service Design Processes

About This Course

Overview/Description:

IT organizations require information to create the design specifications necessary to provide IT services to their customers. Service Design processes are important because they provide organizations with information that will affect their decisions on designing solutions for new or changed services. This course is intended to introduce learners to the Service Design processes.

Target Audience:

For information technology managers and support personnel who seek to improve and streamline the processes used to support the deployment of information technology within a business organization and individuals preparing for the ITIL V3 Foundation exam.

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ITIL V3 - Service Design Processes

Course Objectives

Lesson: Service Level Management

After completing this topic, you should be able to

- recognize the basic concepts of Service Level Management
- identify the scope of the Service Level Management process
- identify the objectives of Service Level Management
- recognize how to conduct the activities involved in the negotiating phase of the SLM process
- recognize how to conduct the activities in the monitoring and reporting phases of the SLM process
- recognize the activities in the reviewing phase of the SLM process
- recognize the KPIs to judge the effectiveness of Service Level Management activities
- recognize examples illustrating the challenges to effective Service Level Management

Lesson: Managing Key Service Design Processes

After completing this topic, you should be able to

- recognize the characteristics of the Service Catalog
- recognize which Availability Management formula to use in given scenarios
- recognize the responsibilities of the Service Catalog manager and the availability manager
- recognize the focus of Capacity Management subprocesses
- recognize the components of the Supplier and Contracts Database
- recognize the responsibilities of the capacity manager and the supplier manager
- recognize the components of the ISM and the objectives of the ISMS elements
- sequence the stages of ITSCM Lifecycle
- recognize the responsibilities of the security manager and the IT service continuity manager

ITIL V3 - Service Design Processes

References

Books

Service Strategy

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Service Design

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The Official Introduction to the ITIL Service Lifecycle

2007, Office of Government Commerce, TSO, 9780113310616



*This is to certify that
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ITIL V3 - Service Transition Processes and Principles -
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ITIL V3 - Service Transition Processes and Principles

About This Course

Overview/Description:

IT organizations need to transition their service designs into operations. Service Transition processes are important to provide companies with information to ensure that their service design solutions will achieve their expectations. This course will help learners understand Service Transition processes.

Target Audience:

For information technology managers and support personnel who seek to improve and streamline the processes used to support the deployment of information technology within a business organization, and individuals preparing for the ITIL V3 Foundation exam.

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ITIL V3 - Service Transition Processes and Principles

Course Objectives

Lesson: Managing Change

After completing this topic, you should be able to

- identify Change Management scope and objectives
- identify policies that support Change Management
- recognize examples of normal, standard, and emergency changes
- recognize factors to consider when recording and reviewing the RFC
- recognize factors to consider when assessing and evaluating the change
- recognize factors to consider when authorizing, coordinating, reviewing, and closing the change
- recognize how components and processes are affected by the Change Management process
- identify KPIs that organizations use to measure change
- match Change Management roles with responsibilities

Lesson: Recognizing Key Service Transition Processes

After completing this topic, you should be able to

- recognize the functions of the Configuration Management System (CMS)
- recognize the responsibilities of Service Asset and Configuration Management roles
- recognize how to determine release-unit levels, which deployment option to choose, and what model to use to build and deploy the release
- match Release and Deployment roles with given examples
- identify the features of the Service V-Model
- identify the components of the DIKW structure
- identify the relationship between the SKMS, CMDB, and CMS
- identify Knowledge Management tools

ITIL V3 - Service Transition Processes and Principles

References

Books

Service Strategy

2007, Office of Government Commerce, TSO, 9780113310456

Service Design

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Service Transition

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Continual Service Improvement

2007, Office of Government Commerce, TSO, 9780113310494

The Official Introduction to the ITIL Service Lifecycle

2007, Office of Government Commerce, TSO, 9780113310616



*This is to certify that
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ITIL V3 - Service Operation Principles and Functions -
ib_itil_a07_it_enus
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ITIL V3 - Service Operation Principles and Functions

About This Course

Overview/Description:

IT organizations must manage their day-to-day service operations according to their business objectives, so that their services are aligned with their business needs. Within the IT Infrastructure Library (ITIL), Service Operation is a phase of the Service Lifecycle that helps IT organizations manage their daily operations to provide these IT services. This course is intended to help learners understand Service Operation with the Service Lifecycle.

Target Audience:

For information technology managers and support personnel who seek to improve and streamline the processes used to support the deployment of information technology within a business organization and individuals preparing for the ITIL V3 Foundation exam.

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ITIL V3 - Service Operation Principles and Functions

Course Objectives

Lesson: Introducing Basic Service Operations Principles

After completing this topic, you should be able to

- differentiate between examples of the conflicts that Service Operation aims to balance
- identify the key conflicts that Service Operation must balance
- identify the best practice principles for effective communication in Service Operation
- identify strategies for facilitating successful meetings

Lesson: Service Operation Functions

After completing this topic, you should be able to

- determine which service desk structures to use in given examples
- recognize examples of the factors to consider when determining staffing
- recognize how to measure the effectiveness of the service desk
- recognize the dual role of Technical Management
- recognize how IT Operations Management achieves balance between its dual roles
- identify the four roles of Application Management

ITIL V3 - Service Operation Principles and Functions

References

Books

Service Strategy

2007, Office of Government Commerce, TSO, 9780113310456

Service Design

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ITIL V3 - Service Operation Processes - ib_itil_a08_it_enus
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ITIL V3 - Service Operation Processes

About This Course

Overview/Description:

IT organizations need to ensure that their services are operating properly. Service Operation processes are important because they enable organizations to correctly perform, manage, and control their day-to-day operations. This course is intended to help learners understand the Service Operation processes within the ITIL Service Lifecycle.

Target Audience:

For information technology managers and support personnel who seek to improve and streamline the processes used to support the deployment of information technology within a business organization and individuals preparing for the ITIL V3 Foundation exam.

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ITIL V3 - Service Operation Processes

Course Objectives

Lesson: Understanding Incident Management

After completing this topic, you should be able to

- recognize how to measure, and how to identify the challenges to, effective Incident Management
- match Incident Management roles with responsibilities
- sequence examples of the steps in the Incident Management process

Lesson: Identifying Service Operation Processes

After completing this topic, you should be able to

- recognize examples of event types
- identify the terms pertaining to Access Management
- match Event Management and Access Management roles with their responsibilities
- identify Request Fulfillment roles and responsibilities
- recognize how to handle problems using the Known Error Database
- match the Problem Management roles with responsibilities

ITIL V3 - Service Operation Processes

References

Books

Service Strategy

2007, Office of Government Commerce, TSO, 9780113310456

Service Design

2007, Office of Government Commerce, TSO, 9780113310470

Service Transition

2007, Office of Government Commerce, TSO, 9780113310487

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Continual Service Improvement

2007, Office of Government Commerce, TSO, 9780113310494

The Official Introduction to the ITIL Service Lifecycle

2007, Office of Government Commerce, TSO, 9780113310616



*This is to certify that
Chris FitzGerald
has completed the course
ITIL V3 - Continual Service Improvement Fundamentals -
ib_itil_a09_it_enus
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ITIL V3 - Continual Service Improvement Fundamentals

About This Course

Overview/Description:

IT organizations should incorporate service improvement continually throughout the lifecycle of every service they provide to their customers. Within ITIL, Continual Service Improvement (CSI) is a phase of the Service Lifecycle that provides IT organizations the tools and processes necessary to continually improve their services. This course is intended to help learners understand how CSI will improve the services they offer their customers.

Target Audience:

For information technology managers and support personnel who seek to improve and streamline the processes used to support the deployment of information technology within a business organization and individuals preparing for the ITIL V3 Foundation exam.

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ITIL V3 - Continual Service Improvement Fundamentals

Course Objectives

Lesson: CSI Measurements and Processes

After completing this topic, you should be able to

- identify the metrics organizations gather to support CSI activities
- sequence examples that illustrate the steps in the 7-step improvement process
- identify the role of SLAs and SIPs in Service Level Management

Lesson: CSI Roles and Models

After completing this topic, you should be able to

- Match process owner, service owner, service manager, and CSI manager with responsibilities
- identify the roles involved in the 7-step improvement process
- recognize how to implement the Deming cycle in CSI in a given example
- sequence the steps in the CSI model
- identify the characteristics of the RACI authority matrix

ITIL V3 - Continual Service Improvement Fundamentals

References

Books

Service Strategy

2007, Office of Government Commerce, TSO, 9780113310456

Service Design

2007, Office of Government Commerce, TSO, 9780113310470

Service Transition

2007, Office of Government Commerce, TSO, 9780113310487

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