

La manera más sencilla de que crezca
tu organización

**CON LOS LÍDERES EN
FORMACIÓN**



ITIL FOUNDATION

Modalidad:

presencial con una duración 18 horas

Objetivos:

After successful completion of this course and it's labs you should be able to:

- Identify the principles and concepts of IT Service Management based on ITIL.
- Identify the best practices of implementing ITIL in an organization.
- Define the terminology used in ITIL
- Identify the concepts and definitions used in the Service Lifecycle.
- Define Service Strategy concepts
- Define Service Design concepts
- Define Service Operations concepts
- Define Service Transition concepts
- Define Continual Service Improvement concepts
- Define the roles, processes, and components within key areas of IT Service Management based on ITIL
- Prepare the student to take the ITIL Foundation Certification exam

Contenidos:

1 - INTRODUCTION

- Introduction/Housekeeping
- Introduction to key ITIL concepts
- IT as a Service
- Introduction to processes and process management
- The Service Lifecycle approach

2 - SERVICE STRATEGY

- Purpose, goal, objectives & Scope
- Value Creation through Services
- Assets - Resources and Capabilities
- Service Strategy - Main activities



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Service Strategy processes
Service Portfolio management
Demand management
Financial management

3 - SERVICE DESIGN

Purpose, goal, objectives & Scope
Service Design processes
The 4 P?s
Service Design aspects
Service Catalog Management
Service Level Management
Capacity Management
Availability Management
IT Service Continuity Management
Service Portfolio
Information Security Management
Supplier management

4 - SERVICE TRANSITION

Purpose, goal, objectives & Scope
Service Transition value to the business
Technology and architecture in Service Transition
Service Transition Processes
Change Management
The 7 R?s of Change Management
Service Asset and Configuration Management
Release and Deployment Management
Knowledge Management

5 - SERVICE OPERATION

Purpose, goal, objectives & Scope
Service Operation definitions
The Service Desk
Technical Management
Application Management
IT Operations Management
Service Operations Processes
Event Management



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Request Fulfillment
Problem Management
Access Management

6 - CONTINUAL SERVICE IMPROVEMENT

Purpose, goal, objectives & Scope
Models and Processes
The Deming Cycle
Measurement and metrics
Continual Service Improvement activities
Risk management
Continual Service Improvement interfaces
Interface with Service Level Management

7 - EXAM PREPARATION

Sample Exams
Feedback
Recap

8 - NOTE

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