



Advanced IT Infrastructure Library Training



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Introduction:

ITIL is a library of best practices for managing IT services and improving IT support and service levels. The most essential parts of ITIL are the configuration management database CMDB, which provides the central authority for all components including services, software, IT components, documents, users, and hardware that must be managed to deliver an IT service.

Adhering to ITIL principles helps ensure you can get to the root cause of problems in your environment as quickly as possible and that you have the right visibility into the systems and people to prevent future problems.

Targeted Competencies:

- Design, develop, and implement IT Service Management.
- Strategy Management for IT Services: Assessment and measurement of IT strategy
- Service Portfolio Management: Defining and documenting IT services
- Financial Management for IT Services: Determining IT service costs and budgeting
- Demand Management: Forecasting future demand for IT services and budgeting resources
- Business Relationship Management: Managing the feedback and improvement of the IT services
- This stage describes how to design services and processes. Processes include the following:
- Service Catalog Management: Define services available in a service catalog
- Availability Management: Processes around management and monitoring of IT services
- Information Security Management: Creation, management, and assessment of Information Security services
- Service Level Management: Creation, management, and feedback process for SLA's
- Capacity Management: Monitoring and optimizing the service capacities
- Design Coordination: Coordination of process and policy designs
- Supplier Management: Selection and management of vendors as well as performance monitoring
- IT Service Continuity Management: Development, implementation, and maintenance of BC/DR services
- Transition Planning and Support: Responsible for moving a new service into production
- Change Management: Overall responsibility of change requests and risk management of change
- Change Evaluation: Measure the impact and performance increase/decrease of a change
- Release and Deployment Management: Codifies the lifecycle of IT service updates
- Service Asset and Configuration Management: Monitors the asset lifecycle of IT services and related hardware
- Service Validation and Testing: Tests the impact and benefit of an IT service before release
- Knowledge Management: Responsible for documentation and curation of support documentation for the IT services
- Access Management: In relation to data and physical access, controls the rights assignments of people

- Event Management: Coordinates with incident and problem management to manage the entire event
- Service Request Fulfillment: Manages the lifecycle of a service request, from definition to closing it out
- Incident Management: Triage and resolution of individual service disruption events
- Problem Management: Defines causal relationships between incidents and finds/resolves root cause issues

Targeted Groups:

- Technology Engineers, Chief Technology Officer CTO and Chief Information Officer CIO
- Chief Risk Officers
- Senior In-house Legal Counsel
- Human Resource Professionals
- Key Application Development and data Research Personnel
- Strategic Development Directors

Course Content:

UNIT 1: Introduction to ITIL

- What is an ITIL
- What is the ITIL process framework
- Foundations

UNIT 2: Key stages of ITIL

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

UNIT 3: Problem Management

- Distinction between “incident management” and “problem management”
- Incident management
- Problem management:
 - Raise a problem management case
 - Categorize and prioritize issues
 - Systematically investigate root cause analysis
 - Identify changes needed to resolve and work with Change Management
 - Verify the problem resolution
 - Close out the problem

UNIT 4: Incident Management

- Identifying unplanned interruption in service

- Restore service
- Multiple events occurring simultaneously
- Implementing ITIL Incident Management to improve service levels

UNIT 5: IT Service Management

- Best practices used in IT Service Management ITSM
- Adjust resources to meet your SLA.
- Manage large amounts of data and dynamic environments.