

# ITIL V3 Course Outline

1. ITIL V3 Course Introduction
  - A. Course Goals and Objectives
  - B. Enterprise IT Infrastructure Management
  - C. History of ITIL as a Framework
  - D. Design and Purpose of ITIL
  - E. ITIL Support Systems
2. ITIL Course Topic Overview
  - A. IT Governance Concepts
  - B. IT Governance and Industry Standards
  - C. The ITIL Service Lifecycle
  - D. COBIT Process Model
  - E. Introduction to Service Strategy
  - F. Business Process Management Concepts
  - G. Using a Configuration Management Database
3. ITIL Service Strategy Overview
  - A. Service Management Concepts
  - B. Development of a Service Strategy
  - C. Financial Management Concepts
  - D. Service Implementation
  - E. Organizational Development
4. ITIL Service Strategy Planning
  - A. Service Portfolio and Service Catalog Planning
  - B. Introduction to Demand Management
  - C. Business Relationship Management
  - D. ITIL Service Strategy Implementation
5. ITIL Service Requirements Processing
  - A. Understanding the Requirements Problem
  - B. Gathering User Requirements
  - C. Requirements Management Issues
  - D. Output of Requirements Management

6. ITIL Service Design Overview
  - A. Service Level Management
  - B. Service catalog design
  - C. Service Availability Management
  - D. Service Capability Documentation
  - E. Supplier Management in IT
7. ITIL Service Transition Overview
  - A. Service Transition Planning
  - B. Change Management
  - C. Service Asset Concepts
  - D. Configuration Management
  - E. Knowledge Management
8. ITIL Service Operation Overview
  - A. Overview of Service Operation Concepts
  - B. Event and Incident Management
  - C. Service Desk Operations
  - D. Problem Management
  - E. Access Control
9. ITIL Service Operation & Performance Monitoring
  - A. Performance Management and Analysis
  - B. Business Continuity Management
  - C. Technical Management Considerations
  - D. Operations Management with ITIL
10. ITIL Continual Service Improvement
  - A. Governance of Services
  - B. Understanding the Business Value
  - C. Six Sigma For Service Operations
  - D. Operational Service Metrics