INFOSOFT IT SOLUTIONS

Training | Projects | Placements

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ITIL

Introduction
Service Management

- Service management introduction
- Value
- Organizations and people
- Services and products
- Service offerings
- Service relationship
- Outcomes
- Costs
- Risks
- Utility and warranty

Four Dimensions of service management

- Four dimensions of service management introduction
- Organizational and people
- Information and technology
- Partners and suppliers
- Value streams and processes
- PESTLE
- Applying the Four Dimensions

Service value System

- Service value system
- Opportunity, demand and value
- Governance

Guiding principles

- Guiding principle
- Focus on value
- Start where you are
- Progress iteratively with feedback
- Collaborate and promote visibility
- Think and work holistically
- Keep it simple and practical
- Optimize and automate

Service value chain

- Service value chain introductions
- Plan
- Improve
- Engage
- Design and transition
- Obtain/build
- Deliver and support
- Value streams

Continual improvement

- Continual improvement introduction
- Continual improvement model
- What is the vision?

- Where are we now?

- Where do we want to be?

- How do we get there?

- Take Action

- Did we get there?

- How do we keep the momentum going?

- Continual improvement and the guiding principle.

  General management Practices

- Categories of practices

- Management practices

- Continual improvement

- Information security

- Relationship management

- Supplier management

- Knowledge management

- Measurement and reporting

- Organizational change management

- Portfolio management

- Project management

- Risk management

- Service financial management

- Workforce and talent management

  Service management practices

- Service management practices

- Change control

- Incident management

- Problem management

- Service desk
- Service level management
- Service request management
- IT Asset management
- Monitoring and Event management
- Release management
- Service configuration management
- Availability management
- Business analysis
- Capacity and performance management
- Service catalogue management
- Service continuity management
- Service design
- Service validation and testing

Technical management practices

- Technical management practice introduction
- Deployment management
- Infrastructure and platform management
- Software development and management