

FOUNDATIONS OF IT SERVICE MANAGEMENT BASED ON ITIL V3

INTRODUCTION

- Background
- Why this Book
- Organizations
- Differences with Previous Editions
- Structure of the Book
- How to use this Book

PART 1: THE ITIL SERVICE LIFECYCLE

Introduction to the Service Lifecycle

- Introduction to ITIL
- IT Governance
- Organisational Maturity
- Benefits and risks of ITSM Frameworks
- Service Lifecycle: Concept and Overview

Lifecycle Phase: Service Strategy

Lifecycle Phase: Service Design

Lifecycle Phase: Service Transition

Lifecycle Phase: Service Operation

Lifecycle Phase: Continual Service Improvement

PART 2: FUNCTIONS AND PROCESSES

Introduction to Functions and Processes

- Introduction
- Management of Processes
- Teams, Roles and Positions in ITSM
- Tools used in ITSM
- Communication in IT Service Organizations
- Culture
- Processes, Projects, Programmes and Portfolios
- Functions and Processes in the Lifecycle Phases

Functions and Processes in Service Strategy

- Financial Management
- Service Portfolio Management (SPM)
- Demand Management

Functions and Processes in Service Design

- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

Functions and Processes in Service Transition

- Transition Planning and Support
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Service Validation and Testing
- Evaluation
- Knowledge Management

Functions and Processes in Service Operation

- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management
- Monitoring and Control
- IT Operations
- Service Desk

Functions and Processes in Continual Service Improvement

- CSI Improvement Process
- Service Reporting

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