

Nutech Computer Training Institute

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ITIL Course Overview

IT Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services. A Service is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks. The Information Technology Infrastructure Library (ITIL) is a good practice framework that can help a Service Provider create an effective Service Management System. ITIL v3 is made up of 6 core publications (5 of which are the lifecycles that we will be studying). There are specific processes associated with each phase of the lifecycle. Every process has activities.

In our training program, all salient points and important areas relevant to the ITIL test will be given to you in a condensed format, and you will be prepared with simulation tests that closely resemble the real one. The course materials will be delivered by an instructor with 30 years of relevant IT experiences in 6 sessions. The first 5 sessions will concentrate on the 5 domains of knowledge, and the last session will focus on test preparation and test taking techniques and simulation test drills.

Course Plan

Day 1

Background and Service Management

Service Strategy

1. Service Strategy Activities
2. Service Portfolio Management
3. Financial Management
4. Demand Management

Day 2

Service Design

1. Service Catalog Management
2. Service Level Management
3. Capability Management
4. Availability Management
5. IT Service Continuity Management
6. Information Security Management

7. Supplier Management

Day 3

Service Transition

1. Transition Planning and Support
2. Knowledge Management
3. Change Management
4. Service Asset & Configuration Management
5. Release & Deployment Management
6. Service Validation & Testing
7. Evaluation

Day 4

Service Operation

1. Event Management Process
2. Incident Management Process
3. Request Fulfillment Process
4. Problem Management Process
5. Access Management Process

6. Service Desk Function
7. IT Operation Management Function
8. Application Management Function
9. Facilities Management Function

Day 5

Continual Service Improvement (CSI)

- 7-Step Improvement Process

Day 6

Review & Practice Tests