

Legend

- # Points in the Qualification Scheme
- Text Process or Function
- Text Course Name

ITIL Intermediate Lifecycle Courses

ITIL Lifecycle Courses are 4-day courses. Each course is worth 3 credits in the qualification scheme.

Specific Topics

Four Ps of Strategy
Define Services
Value
Service Economics
IT Governance
Organizational Design

Service Strategy (SS)

Design of Service Solutions
Measurement Systems and Metrics
Service Design Models
Requirements Engineering
Technical Architectures
Business Impact Analysis

Service Design (SD)

Organizational and Stakeholder change
Communication
Stakeholder Maps
Interface with Functions
Technology Requirements
Integrated Service Transition Approach

Service Transition (ST)

Generic Topics
Purpose, goals and objectives of the Lifecycle
Principles
High level overview of processes (use, interaction and value)
Organizing relevant Lifecycle Stage (roles and responsibilities)
Technology Considerations
Implementation
Challenges, Critical Success Factors and Risks

Operational Health
Adapting Operations to Business Needs
Monitoring and Reporting
Documentation and Communication
Assessing and Managing Risk
Implementation of Technologies

Service Operation (SO)

Deming Cycle
Service Measurement
Benchmarking
Assessments
Business Case and ROI
Service Reporting & Metrics

Continual Service Improvement (CSI)

ITIL Foundation

- Strategy Management for IT Services
- Service Portfolio Management
- Financial Management for IT Services
- Business Relationship Management
- Demand Management
- Service Catalogue Management
- Service Level Management
- Supplier Management
- Design Coordination
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Change Management
- Service Asset and Configuration Management
- Service Validation and Testing
- Release and Deployment Management
- Change Evaluation
- Knowledge Management
- Request Fulfillment
- Incident Management
- Event Management
- Problem Management
- Access Management
- Service Desk Management
- Technical Management
- IT Operations Management
- Application Management
- 7-Step Improvement Process

Managing Across the Lifecycle (MALC)

Communication and Stakeholder Management
Integrating Processes across the Lifecycle
Managing Services across the Lifecycle
Governance
Measurement
Implementing and Improving

Service Offerings & Agreements (SOA)

Relationship between Service Portfolio and Service Catalogue
Business and Technical Catalogues
SLAs, SLRs, OLAs, UCs
Supplier Categorization
Organizational Structure
Tools

Planning, Protection & Optimization (PPO)

Measurement Models and Metrics
Capacity Plan
Four stages of ITSCM
Planning, Protection and Optimization Roles & Responsibilities

Release, Control & Validation (RCV)

Configuration Management System
Service Knowledge Management System
Change Models
Service V model
Release Plan
Request Fulfillment Models
Data-Information-Knowledge-Wisdom

Operational Support & Analysis (OSA)

Events & Alerts
Incident Models
Categorization & Prioritization
Service Requests
Known Error Database
Service Desk Structures

Specific Topics

ITIL Intermediate Capability Courses

ITIL Intermediate Capability Courses are 5-day courses. Each course is worth 4 credits in the qualification scheme.

Generic Topics
Detailed Components of the Processes
Principles, Techniques, Methods, Roles and Interfaces for each of the Processes
Metrics for each of the Processes
Technology and Implementation Considerations
Critical Success Factors

Qualification Scheme

The ITIL Qualification scheme provides a modular approach to the ITIL framework, and is comprised of a series of qualifications focused on different aspects of ITIL Best Practice, to various degrees of depth and detail.

A total of 17 points is required before a student is eligible to attend the MALC course (to reach the mandatory minimum of 22 points to become an ITIL expert).

Notes:

Course with a high overlap of contents are: SD and PPO, ST and RCV, SO and OSA.

It is recommended to select only one of these courses (either lifecycle or capability).

CSI and SS are both important courses that prepare for MALC. If either of these courses are not taken, additional study time for those books is recommended.

NOT FOR RESALE, Version 1.0 - January 2014