

ITIL-IT Infrastructure Library

Course Contents:

- IT Service Management and ITIL
- ITSM, Service Management
- Functions, Connecting Processes and Functions, Feedback
- Service Lifecycle
- Service Strategy
- Strategy Generation
- Service Portfolio Management
- Financial Management
- Demand Management
- Service Assessment
- Return on Investment
- Service Design,
- Service Catalogue Management
- Service Level Management
- Capacity management
- Availability Management
- Service Continuity
- Information Security
- Service Transition
- Change Management, Release and Deployment Management
- Service Asset and Configuration Management
- Knowledge Management
- Service Validation and Testing Releases
- Transition Planning and Support
- Evaluation, Service Operation
- Event Management
- Incident Management
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- Access Management
- Service Desk
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- Step Improvement Process, Service Reporting