Tips on Building an Internal ITIL
Training Program

WELCOME!

We will begin in a moment…

THE
BREAKTHROUGH
SERIES

from
Thought
Rock

About THE BREAKTHROUGH SERIES from Thought Rock

The Breakthrough Series is a thought-provoking series aimed at answering two commonly heard laments:

- "I've taken ITIL classes and read the books, but I still don't know how to do it"!
- "The consultants have left, and we don't know how to carry on"!

THE **BREAKTHROUGH** SERIES

from Thought Rock

Tips on Building an Internal
ITIL Training Program
Judi Paré - ITSM

Would you like the Thought Rock team to create a breakthrough in your organization?
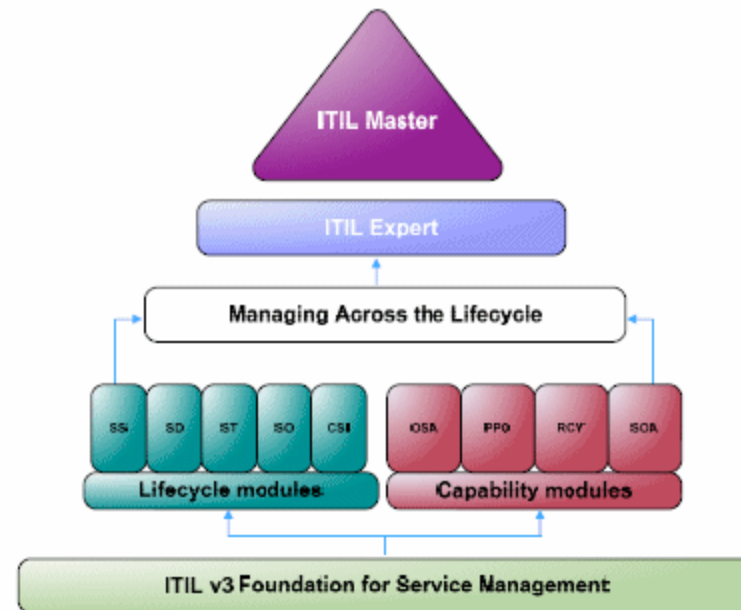Contact info@thoughtrock.net or 1-877-581-3942 now.

Thought Rock

ATO, EI's & ATA's

- Accredited Training Organizations
  - Instructor Led (Public & Private classrooms)
  - eLearning
  - Blended Learning
- Exam Institutes
- Accredited Training Affiliates –use ATO accredited materials & courseware
  - Independent Consultants &Trainers
  - Private & Public Corporations

Certification Scheme

ITIL Master

ITIL Expert

Managing Across the Lifecycle

| SS | SD | ST | SO | CSI |
| IOSA | PPO | RCV | SOA |

Lifecycle modules

Capability modules

ITIL v3 Foundation for Service Management

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Certification Scheme V2 & V3

ITIL Awareness

Roles:

✓ Change Coordinator

✓ Network Analyst

✓ Support Analyst

Education:

ITIL Overview – Non Certification

Foundation Certificate in IT Service Management (V3F)

Service Support

Roles:

- ✓ Help Desk Manager
- ✓ Support Manager
- ✓ Problem Manager
- ✓ Operations Analyst

Education:

- V3 Foundation
- Service Operation
- Operational Support & Analysis

Service Configuration & Transition

Roles:

- ✓ Configuration Manager
- ✓ Change Manager
- ✓ Release Manager

Education:

- V3 Foundation
- Service Transition
- Release, Control & Validation

Service Ownership & Management

Roles:

- ✓ Account Manager
- ✓ Service Level Manager
- ✓ Service Manager/ Owner

Education:

- V3 Foundation
- Service Design
- Service Offerings & Agreements

Service Planning

Roles:

- ✓ Systems Analyst
- ✓ IT Process Designer
- ✓ Quality Manager
- ✓ IT Planner

Education:

- V3 Foundation
- Service Design
- Service Strategy
- Planning, Protection & Optimization

ITIL Expert & Service Manager

Roles:

- ✓ IT Service Manager
- ✓ ITSM Consultant

Education:

- V3 Foundation
- Service Strategy, Service Design, Service Transition, Service Operation, Continual Service Improvement
- Managing Across the Lifecycle

IT Service Executives

Roles:

- ✓ IT Manager
- ✓ CIO
- ✓ IT Director

Education:

- ITIL Overview
- V3 Foundation

Summary

Capability Recommended Education	ITIL Awareness	Service Support	Service Configuration & Transition	Service Ownership / Management	Service Planning	ITIL Expert Service Manager	IT Service Executive
ITIL Overview	X	X	X	X	X	X	X
Foundation Certificate	X	X	X	X	X	X	X
Service Strategy					X	X	X
Service Design					X	X	
Service Transition			X			X	
Service Operation		X				X	
Continual Service Improvement						X	
Managing Across the Lifecycle						X	
Operational Support & Analysis		X					
Release, Control & Validation			X				
Service Offerings & Agreements				X			
Planning, Protection and Optimization					X		
Developing a Vision & Strategy-Consulting Engagement					X	X	X

Questions?

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