Service Management as a practice

The purpose of this unit is to help the candidate to define *Service* and to comprehend and explain the concept of *Service Management* as a *practice*.

Specifically, candidates must be able to:

01-1. Describe the concept of Good *Practice*
01-2. Define and explain the concept of a *Service*
01-3. Define and explain the concept of *Service Management*
01-4. Define and distinguish between *Functions* and *Processes*
01-5. Explain the *process* model and the characteristics of *a process*

The Service Lifecycle

The purpose of this unit is to help the candidate to understand the value of the *Service Lifecycle,* how the *processes* integrate with each other, throughout the *Lifecycle* and explain the *objectives* and business value for each phase in the *lifecycle*

Specifically, candidates must be able to:

02-2. Describe the structure, *scope, components* and interfaces of the *ITIL®* Library
02-3. Account for the main goals and *objectives* of *Service Strategy*
02-4. Account for the main goals and *objectives* of *Service Design*
02-5. Briefly explain what value *Service Design* provides to the *business*
02-6. Account for the main goals and *objectives* of *Service Transition*
02-7. Briefly explain what value *Service Transition* provides to the *business*
02-8. Account for the main goals and *objectives* of *Service Operations*
02-9. Briefly explain what value *Service Operation* provides to the *business*
02-10. Account for the main goals and *objectives* of *Continual Service Improvement*

Generic concepts and definitions

The purpose of this unit is to help the candidate to define some of the key terminology and explain the key concepts of *Service Management*.

Specifically, candidates must be able to define and explain the following key concepts:

03-1. *Utility* and *Warranty*
03-2. *Resources, Capabilities* and *Assets*
03-3. *Service Portfolio*
03-4. *Service Catalogue* (*Business Service Catalogue* and *Technical Service Catalogue*)
03-5. The role of IT *Governance* across the *Service Lifecycle*
03-6. *Business Case*
03-7. *Risk*

Service Provider

Supplier

03-11. *Service Level Agreement* (SLA)
03-12. *Operational Level Agreement* (OLA)

03-13. *Contract*
03-14. *Service Design Package*
03-15. *Availability*
03-16. *Service Knowledge Management System (SKMS)*
03-17. *Configuration Item (CI)*
03-18. *Configuration Management System*
03-19. *Definitive Media Library (DML)*
03-20. *Service Change*
03-21. *Change* types (Normal, *Standard* and *Emergency*)
03-22. *Release Unit*
03-23. Seven R's of *Change Management*
03-24. *Event*
03-25. *Alert*
03-26. *Incident*
03-27. *Impact*, *Urgency* and *Priority*
03-28. *Service Request*
03-29. *Problem*
03-30. *Workaround*
03-31. *Known Error*
03-32. *Known Error Data Base (KEDB)*
03-33. The role of communication in *Service Operation*
03-35 Release Policy

Key Principles and Models

The purpose of this unit is to help the candidate to comprehend and account for the key principles and *models* of *Service Management* and to balance some of the opposing forces within *Service Management*.

Specifically, candidates must be able to:

Service Strategy

04-2.Describe basics of Value Creation through *Services*

Service Design

04-3. Understand the importance of People, *Processes*, Products and Partners for *Service Management*
04-4. Discuss the five major aspects of *Service Design*:
1. *Service Portfolio* Design
2. Identification of *Business Requirements*, definition of *Service Requirements* and *design* of *Services*
3. Technology and architectural *design*
4. *Process design*
5. Measurement *design*

Continual Service Improvement

04-8. Discuss the *Plan, Do, Check and Act* (PDCA) *Model* to control and manage *quality*
04-9. Explain the *Continual Service Improvement Model*
04-10. Understand the role of measurement for *Continual Service Improvement* and explain the following key elements:

- The role of KPIs in the Improvement Process
- *Baselines*
- Types of *metrics* (technology *metrics*, process *metrics*, service *metrics*)

Processes

The purpose of this unit is to help the candidate understand how the *Service Management processes* contribute to the *Service Lifecycle*, to explain the high level *objectives, scope,* basic concepts, *activities* and challenges for five of the core *processes* and to state the *objectives* and some of the basic concepts for thirteen of the remaining *processes* including how they relate to each other.

The list of activities to be included from each process is the minimum required and should not be taken as an exhaustive list.

Specifically, candidates must be able to:

Service Strategy

05-1. State the *objectives and basic concepts* for:

• *Demand Management*

- Challenges in managing demand for services
- Activity-based Demand Management (Patterns of business activity (PBAs))
- Business activity patterns and user profiles (User profiles)

• *Financial Management*

- Business Case

Service Design

05-3. Explain the high level *objectives*, *scope*, basic concepts, process *activities*, key *metrics* (*KPI*'s), *roles* and challenges for:

Service Level Management (SLM)

Service-based
SLA Multi-level SLAs
Service level requirements (SLRs)
SLAM chart
Service review
Service improvement plan (SIP)

05-4. State the *objectives*, basic concepts and *roles* for:

• *Service Catalogue* Management
• *Availability Management*
- Service availability
- Component availability

- Reliability
- Maintainability
- Serviceability

• *Information Security Management (ISM)*
- Security framework
- Information security policy
- Information security management system (ISMS)

• *Supplier Management*

- Supplier Contract Database (SCD)

Capacity Management

- Capacity plan
- Business capacity management
- Service capacity management
- Component capacity management

IT Service Continuity Management

Business Continuity Plans
Business Continuity Management
Business Impact Analysis
Risk Analysis

Service Transition

05-5. Explain the high level *objectives*, *scope*, basic concepts, process *activities*, key *metrics, roles* and challenges for:

Change Management

- Types of change request
- Change process models and workflows (big table)
- Standard change
- Remediation Planning
- Change Advisory Board / Emergency Change Advisory Board

Service Asset and Configuration Management (SACM)

- The Configuration Model
- Configuration items
- Configuration Management System (CMS)
- Definitive Media Library
- Configuration baseline

05-6. State the objectives and basic concepts for:

05-61 Release and Deployment Management
05-62 Knowledge Management

- DIKW & SKMS

Service Operation

05-7. Explain the high level *objectives*, *scope*, basic concepts, process *activities*, *metrics, roles* and challenges for:

- Incident Management
- Problem Management

05-8. State the *objectives*, basic concepts and *roles* for:

• *Event Management*

• *Request Fulfillment*

• *Access Management*

Functions

The purpose of this unit is to help the candidate to explain the *role*, *objectives*, *organizational* structures, staffing and *metrics* of the *Service Desk function* and to state the *role*, *objectives* and overlap of three other *functions*.

Specifically, candidates must be able to:

06-1. Explain the *role*, *objectives*, *organizational* structures, staffing and *metrics* of:

• The *Service Desk function*

06-2. State the *role*, *objectives* and *organizational* overlap of:

• The *Technical Management function*

• The *Application Management function*

• The *IT Operations Management function* (*IT Operations Control* and *Facilities Management*)

Roles

The purpose of this unit is to help the candidate to account for the *role* and to be aware of the responsibilities of some of the key *roles* in *Service Management.*

Specifically, candidates must be able to:

07-1. Account for the *role* and the responsibilities of the

• *Process owner*

• *Service owner*

07-2. Recognize the *RACI* model and explain its role in determining *organizational* structure.