

ITIL® 4 Practitioner: Service Level Management

Course Outline

Module 1: Introduction to Service Level Management

- Key Concepts of the Practice
- Purpose of the Practice
- Practice Success Factors and Key Metrics
- Key Terms or Concepts

Module 2: Value Streams and Processes

- Processes of the Practice
- Inputs and Outputs of the Processes
- Key Activities of the Processes
- Integrate the Practice in the Organisation's Value Streams

Module 3: Organisations and People

- Roles and Competences of the Practice
- Key Roles of the Practice
- Position the Practice in the Organisational Structure

Module 4: Information and Technology

- Information and Technology Support and Enable the Practice
- Tools Application
- Apply the Recommendations on Automation

Module 5: Partners and Suppliers

- Role of Partners and Suppliers in the Practice
- Dependencies of the Practice on Third Parties
- Partners and Suppliers Can Support the Practice

Module 6: Service Level Management Capability Development

- ITIL Capability Model Can Be Used to Develop the Practice
- ITIL Guiding Principles Help to Develop the Practice