

Contents

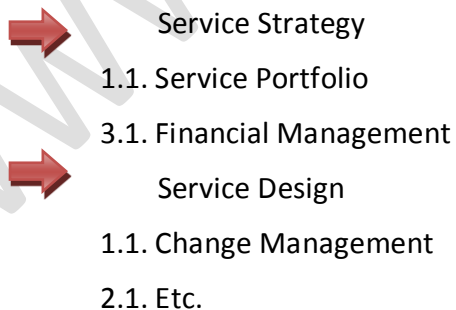
Read Me	3
Quick Exam Tips	4
Core Lifecycle Stages Flow	5
Module 1: Introducing ITIL 2011	6
Outline.....	6
Learning Objectives	6
General Terms and Definitions Matrix.....	7
Module 2: Overview Core Lifecycle Stages	11
Outline Core Lifecycle Stages	11
Learning Objectives	12
Service Strategy	12
Service Design.....	14
Service Transition	15
Service Operation.....	17
Continual Service Improvement.....	18
Continual Service Improvement Outline	18
Exam Recap Summary.....	20
Module 3: Service Lifecycle Processes	22
Service Strategy	22
Service Strategy Outline	22

ITIL 2011 Foundation - Study Notes

Quick Exam Tips

Prepping for the ITIL 2011 Foundation Exam? Here are some key points to keep in mind:

1. Memorize your definitions. The questions on the exam will provide 2 out of 4 answers that make sense and are very similar when referring to a term, and so if you don't have the term memorized, you'll be stuck. Trust us; 15 questions on the exam will be just like this.
2. Understanding the interrelationships, jurisdictions, and subtle differences between the terms, processes, sub-processes & functions is just as important as understanding the constructs themselves. For example:
 - What is the difference between Availability & Capacity Management?
 - How does Operational Control differ from Technical Management?
 - What is the difference between a workaround and a resolution in the context of Incident Management?
 - What's in the Service Catalogue compared to the Service Pipeline compared to the Service Portfolio?
 - What's a Rollout compared to a Deployment?
 - Any of the roles! What does an Asset Manager do compared to a Configuration Manager? Service Owner vs. Process Owner?
 - Event vs. Alert vs. Incident?
3. When memorizing definitions, you can get stuck in the weeds. Knowing the overall structure of ITIL 2011 will help you organize the information in your mind and help resolve jurisdiction questions (i.e. who does what?). So create an outline like this (we've started it off for you):



Term/Theory	Definition/Point
Key aspects of SDP required by ST team	Journey from as is → required. • Applicable services packages • Service specs/models • Arch design required to deliver • Definition/design of each release • Detailed design of how service components will be assembled • Release/deployment plans
Conclusion	SDP completed

Preview from Notesale.co.uk
Page 16 of 25

By the end of this lesson, you will be able to:



Term/Theory	Definition/Point
Service Strategy	• Service Portfolio • Financial Mgmt • Business Relationship Mgmt
Service Portfolio	Entered into Service Portfolio, acts as basis of decision framework. Key questions: • Why buy services? • Why buy from us? • Pricing model? • Strengths/priorities/risks Once go decision made and entered into Service Catalogue, Service Design architects the services for transition. Service Portfolio • Description • Value proposition • Business cases • Priorities • Risk Management • Offerings and packages • Costs and pricing
Business Case	Decision support/planning tool; helps predict outcome of proposed action/justifies investment.