



Course Content

Course Content

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01. Course Introduction08:02

Lesson 02 - Key Concepts of Service Management18:01

01.Key Concepts of Service Management

02.Service Management

03.Stakeholders of Service Management

04.Service Consumer Roles

05. Products and Services

06. Service Offerings

07. Service Relationships

08. Value Outcomes, Costs, and Risks Service Relationships

09. Risks

10. Utility and Warranty

11. Key Takeaways

Knowledge Check

Lesson 03 - Four Dimensions of Service Management22:27

01. Four Dimensions of Service Management

02. Dimensions of Service Management

03. Organizations and People

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- 04. Information and Technology
- 05. Information and Technology Regulations
- 06. Selecting the Right Technology
- 07. Factors Influencing Technology
- 08. Cloud Computing
- 09. Partners and Suppliers
- 10. Organization Strategy
- 11. Value Streams and Processes
- 12. Processes
- 13. Factors Affecting Service Providers
- 14. Key Takeaways
- Knowledge Check

Lesson 04 - The ITIL Service Value System30:08

- 01. The ITIL Service Value System
- 02. Service Value System
- 03. Components of SVS
- 04. Organizational Silos
- 05. ITIL Guiding Principles
- 06. Focus on Value
- 07. Applying the Principle - Focus on Value
- 08. Start Where You Are
- 09. Applying the Principle - Start Where You Area
- 10. Progress Iteratively with Feedback
- 11. Applying the Principle - Progress Iteratively with Feedback

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- 12. Collaborate and Promote Visibility
- 13. Applying the Principle - Collaborate and Promote Visibility
- 14. Think and Work Holistically
- 15. Applying the Principle - Think and Work Holistically
- 16. Keep It Simple and Practical
- 17. Applying the Principle - Keep It Simple and Practical
- 18. Optimize and Automate
- 19. Applying the Principle - Optimize and Automate
- 20. Principle Interaction
- 21. Key Takeaways
- knowledge Check

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- 01 The Service Value Chain
- 02. The Service Value Chain Overview
- 03. Plan Activity
- 04. Improve Activity
- 05. Engage Activity
- 06. Design and Transition Activity
- 07. Obtain or Build Activity
- 08. Deliver and Support Activity
- 09. Service Value Streams
- 10. Key Takeaways
- Knowledge Check

Lesson 06 - ITIL: Management Practices5203

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- 01 ITIL Management Practices
- 02 Continual Improvement
- 03 Information Security Management
- 04 Relationship Management
- 05 Supplier Management
- 06. Supplier Management Activities
- 07. Change Enablement
- 08. Incident Management
- 09. IT Asset Management
- 10. IT Asset Management Activities
- 11. Monitoring and Event Management
- 12. Problem Management
- 13. Release Management
- 14. Service Configuration Management
- 15. Service Desk
- 16. Service Level Management
- 17. Service Request Management
- 18. Deployment Management
- 19. ITIL Terms
- 20. Key Takeaways
- Knowledge Check