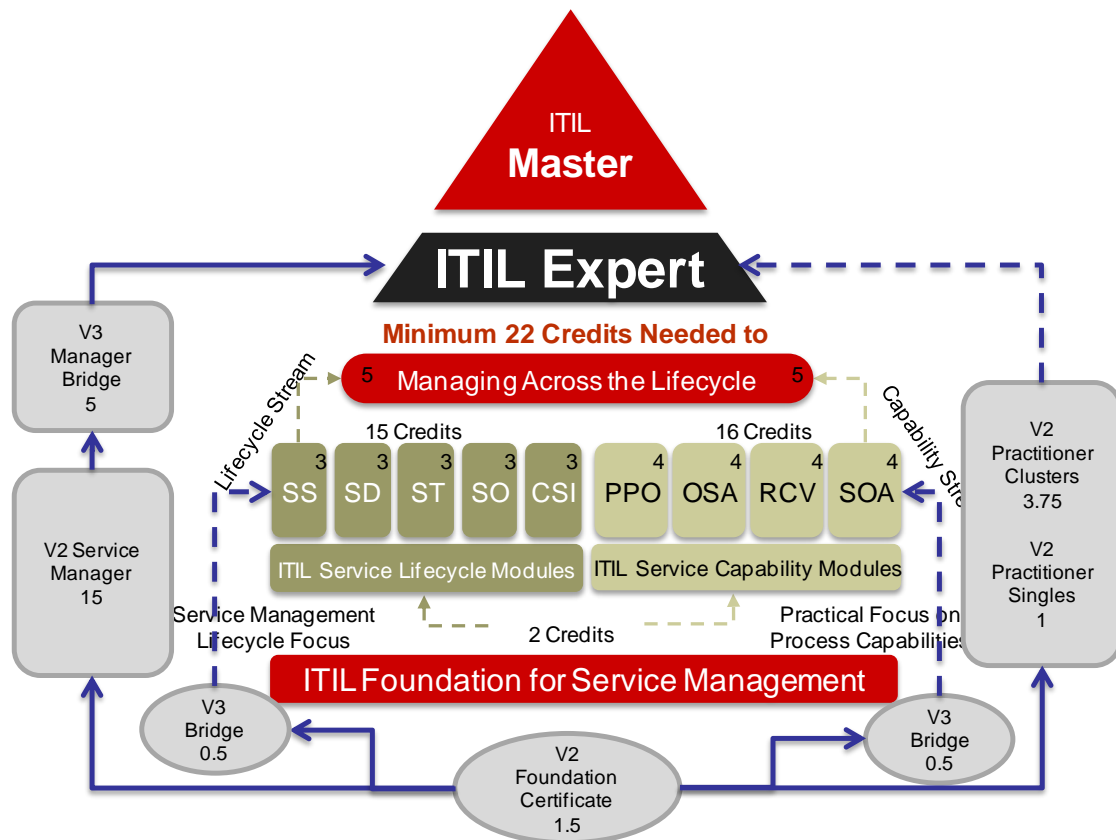


YHTEENVETO ITIL VERSIO 3 VALMENNUSOHJELMISTA

APMG julkisti ITIL versio kolmen (ITILv3) valmennusohjelmien rakenteen ITILv3 virallisessa julkistamistilaisuudessa Lontoossa 5.6.2007. ITILv3 valmennus- ja sertifiointiohjelmat rakentuvat moduleista, joista kustakin on ansaittavissa tietty määrä koulutuspisteitä (credits). Systemi muistuttaa hyvin paljon Suomen oppilaitoksissa (ammattikorkeakoulut, korkeakoulut ja yliopistot) käytössä olevia opintopisteitä. Uudessa sertifiointiohjelmassa voidaan laskea hyväksi myös kaikki ITIL v2 valmennukset ja sertifiointit. Kaikkien ITILv3 välitason valmennusten valmennusmoduuleitten sisällöt on julkaistu vuoden 2008 aikana. Sertifioidut ITILv3 valmennukset kerryttävät lisäksi myös esimerkiksi Process Management Instituten (PMI) ammatillisia kehittymispisteitä (PDU, Professional Development Unit).



Perustaso

Perustason koulutus keskittyy perusymmärryksen rakentamiseen. Tavoitteena on, että opiskelijalla on palvelujohtamisen perustiedot hyvin hallussa. Tämä sisältää avaintermien ja käsitteiden sekä prosessien läpikäynnin yleisellä tasolla. Perustaso on siis peruseriaatteiltaan hyvin samankaltainen kuin v2 perustason valmennus, vaikkakin version 3 laajuus yhdistettynä rajalliseen aikaan rajoittaa käytännön harjoitusten käyttöä valmennuksissa.

Välitaso

Perustason valmennuksen jälkeen koulutusohjelma voi suuntautua joko Service Lifecycle -ohjelmaan tai Service Capability -ohjelmaan. Molemmissa suuntautumisvaihtoehdoissa kehitetään henkilön parhaiden käytäntöjen ymmärrystä sekä soveltaa niitä palvelujohtamisen eri osa-alueilla.

ITIL Service Lifecycle -ohjelma perustuu OGC:n julkaisemiin virallisiin v3 kirjoihin. ITIL Capability -ohjelma rakentuu neljästä kokonaisuudesta jotka tarkastelevat versiossa kolme kuvattuja prosesseja toiminnallisina kokonaisuuksina.

Service Lifecycle Stream

- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Continual Service Improvement

Service Capability Stream

- SOA, Service Offerings and Agreements Capability
- RLS, Release, Control and Validation Capability
- PPO, Planning Protection and Optimatization Capability
- OSA, Operational Support and Analysis Capability

Tarkemmat kuvaukset valmennuksista tämän dokumentin liitteenä.

Molempiin koulutusohjelmiin sisältyy pakollisena osana Managing through the Lifecycle –moduuli joka keskittyy palveluiden ja palveluprosessien elinkaaren läpikäymiseen. 22 opintopistettä oikeuttaa ITIL Expert sertifiointiin.

Jatkotaso

Jatkotason (Advanced Level, ITIL Master) sertifiointi perustuu henkilön kyvykkyyteen viedä käytäntöön, soveltaa ja analysoida ITIL v3 määriteltyjä parhaita käytäntöjä. Jatkotason valmennusohjelma ja sertifiointi on vielä kehityksessä.

Koulutuspisteet

Taulukossa on kuvattu ITIL koulutuspisteiden kertyminen sekä PMI:n ammatillisten kehityspisteiden (PDU) kertyminen.

Valmennusohjelma	Koulutuspisteet (ITIL)	Ammatilliset kehityspisteet (PDU)	Kesto (pv)
ITIL v2 Foundations	1,5		2,5 – 3
ITIL v3 Foundations	2		3
ITIL v2 to v3 Bridging	0,5		1
ITIL v2 Practitioner single	1		3
ITIL v2 Practitioner Clustered	3,75		5
ITIL v3 Service Strategy Lifecycle	3	23	3
ITIL v3 Service Design Lifecycle	3	23	3
ITIL v3 Service Transition Lifecycle	3	23	3
ITIL v3 Service Operation Lifecycle	3	23	3
ITIL v3 Continual Service Improvement Lifecycle	3	23	3
ITIL v3 SOA, Service Offerings and Agreements Capability	4	36	5
ITIL v3 RLS, Release, Control and Validation Capability	4	36	5
ITIL v3 PPO, Planning Protection and Optimatization Capability	4	36	5
ITIL v3 OSA, Operational Support and Analysis Capability	4	36	5
Managing Across the Lifecycle	5	36* * subject to change	5
ITIL v2 Service Manager	15		12
ITIL v2 to v3 Manager Bridge	5		4

Lisätietoja virallisista ITILv3 valmennuksista

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 Office of Government Commerce (OGC), Tel +44 845 000 4999, Email: ServiceDesk@ogc.gsi.gov.uk
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 OGC's Official Accreditor - The APM Group, Tel: +44 (0) 1494 452 450, Email: servicedesk@apmgroup.co.uk
 itSMF International, Email: info@itsmf.org
 itSMF Finland, Email: info@itsmf.fi

A full and current list of Examination Institutes can be found at
<http://www.ital-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp>

Yleisimpiä kysymyksiä

Kannattaako meidän jatkaa v2 valmennuksia?

Ehdottomasti mikäli sinulla tai organisaatiollasi on tarvetta kehittää IT palvelujohtamista. Version 2 valmennukset eivät mene hukkaan käytännön työn eivätkä jatko sertifiointien osalta. Erityisesti Manager tason valmennusten osalta näyttäisi alkuvaiheessa järkevämmältä suorittaa valmennusohjelma version 2 mukaisesti ja sitten päivittää sertifiointi tarvittaessa versioon 3. Version 2 sertifiointeissa ei ole "parasta ennen" päivää eli ne eivät vanhene.

Kuinka käy version 2 sertifiointeille?

ITIL v2 sertifiointit säilyttävät arvonsa. Valmennusohjelmaan on suunniteltu erillisiä koulutusmoduleita jotka keskittyvät version 2 ja 3 eroihin. Koulutusmodulien kestot vaihtelevat päivästä muutamaan päivään.

Koska v3 mukaisia valmennuksia on tarjolla?

Wakaru tarjoamaan version 3 mukaisia valmennuksia sitä mukaan kun niitä julkaistaan. ITIL v3 Foundations valmennuksia on ollut tarjolla jo vuoden 2008 alusta. Tämän yhteenvedon kirjoitushetkellä Wakarun tarjoamassa on saatavilla kaikki ITIL v3 sertifiointivalmennukset asiakaskohtaisina toteutuksina. Julkista ITIL v3 valmennustarjontaa lisäämme vaiheittain vuoden 2009 aikana. Lisätietoja www.wakaru.fi tai www.fcsovelto.fi.

Kuinka saan suoritettua v3 mukaisen ITIL Expert tason?

Pakollisten osioiden koulutus pisteiden määrä on seitsemän, perustasosta kaksi pistettä ja "Managing Across the Lifecycle"- modulista viisi pistettä. Näiden pakollisten osioiden lisäksi opiskelija voi siis valita haluamiaan moduleita kummasta tahansa suuntautumisvaihtoehdosta. Kun vaadittavat 22 koulutus pistettä on kasassa, on opiskelija oikeutettu "ITIL Expert" -sertifiointiin. Toinen vaihtoehto on sertifiointia ITIL v2 Service Manageriksi ja tämän jälkeen suorittaa Manager Bridge valmennus.

Kuinka saan päivitettyä v2 Manager tason sertifiointin v3 tasoiseksi?

Manager sertifiointin suorittaneille on julkistettu oma valmennusohjelma joka käytännössä tarkoittaa kahden kurssin suorittamista. Ensimmäinen on perustason (Foundations) v3 Bridge –kurssin suorittaminen josta myönnetään 0,5 koulutus pistettä. Toinen kurssi on Manager v3 Bridge kurssin suorittaminen josta myönnetään 5 koulutus pistettä. Kun näihin 5,5 koulutus pisteeseen lasketaan hyväksi v2 sertifiointeista myönnetty koulutus pisteet (1,5 koulutus pistettä perustasosta ja 15 koulutus pistettä Manager tasosta) saadaan yhteensä v3 "ITIL Expert" sertifiointiin oikeuttavat 22 koulutus pistettä.

Tämä yhteenvedo on laadittu Wakarun asiantuntijoiden toimesta.

Lisätietoja <http://www.ital-officialsite.com>

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LIITE 1, ITIL v3 välitason (Intermediate) tason valmennusten lyhyet kuvaukset

Service Strategy

Course Description

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Service Strategy phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Strategy stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Learning Objectives

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Strategy principles, purpose and objective
- Understanding how all Service Strategy processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Service Strategy processes
- The roles and responsibilities within Service Strategy and the activities and functions to achieve operational excellence
- How to measure Service Strategy performance
- Understanding technology and implementation requirements in support of Service Strategy
- The challenges, critical success factors and risks related with Service Strategy

Service Design

Course Description

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Service Design phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Design stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Learning Objectives

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Design principles, purpose and objective
- Understanding how all Service Design processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods and functions used in each of the Service Design processes
- The roles and responsibilities within Service Design and the activities and functions to achieve operational excellence
- How to measure Service Design performance
- Understanding technology and implementation requirements in support of Service Design
- The challenges, critical success factors and risks related with Service Design

Service Transition

Course Description

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Service Transition phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Transition stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Learning Objectives

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Transition principles, purpose and objective
- Understanding how all Service Transition processes interact with other Service Lifecycle processes
- The subprocesses, activities, methods and functions used in each of the Service Transition processes
- The roles and responsibilities within Service Transition and the activities and functions to achieve operational excellence
- How to measure Service Transition performance
- Understanding technology and implementation requirements in support of Service Transition
- The challenges, critical success factors and risks related with Service Transition

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Service Operations

Course Description

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Service Operation phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Operation stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Learning Objectives

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Operation principles, purpose and objective
- Understanding how all Service Operation processes interact with other Service Lifecycle processes
- The subprocesses, activities, methods and functions used in each of the Service Operation processes
- The roles and responsibilities within Service Operation and the activities and functions to achieve operational excellence
- How to measure Service Operation performance
- Understanding technology and implementation requirements in support of Service Operation
- The challenges, critical success factors and risks related with Service Operation

Continual Service Improvement

Course Description

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Continual Service Improvement (CSI) phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the CSI stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Learning Objectives

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and CSI principles, purpose and objective
- Understanding how all CSI processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods and functions used in each of the CSI processes
- The roles and responsibilities within CSI and the activities and functions to achieve operational excellence
- How to measure CSI performance
- Understanding technology and implementation requirements in support of CSI
- The challenges, critical success factors and risks related with CSI

Operational Support and Analysis Capability

Course Description

This 5-day course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Operational Support and Analysis of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Learning Objectives

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice, Service Operation principles, purpose and objective
- Knowing the important role of Operational Support and Analysis in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Operational Support and Analysis processes
- The application of Operational Support and Analysis processes, activities and functions to achieve operational excellence
- How to measure Operational Support and Analysis performance
- The importance of IT Security and how it supports Operational Support and Analysis
- Understanding technology and implementation requirements in support of Operational Support and Analysis
- The challenges, critical success factors and risks related with Operational Support and Analysis

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Planning Protection and Optimization Capability

Course Description

This 5-day course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Planning Protection and Optimization of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices throughout the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Learning Objectives

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and how the processes within Planning Protection and Optimization support the Service Lifecycle
- Knowing the important role of Planning Protection and Optimization in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Planning Protection and Optimization processes
- The application of Planning Protection and Optimization processes, activities and functions to achieve operational excellence
- How to measure Planning Protection and Optimization performance
- The importance of IT Security and how it supports Planning Protection and Optimization
- Understanding technology and implementation requirements in support of Planning Protection and Optimization
- The challenges, critical success factors and risks related with Planning Protection and Optimization

Release, Control and Validation Capability

Course Description

This 5-day course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Release, Control and Validation of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Learning Objectives

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Transition principles, purpose and objective
- Knowing the important role of Release, Control and Validation in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Release, Control and Validation processes
- The application of Release, Control and Validation processes, activities and functions to achieve operational excellence
- How to measure Release, Control and Validation performance
- The importance of IT Security and how it supports Release, Control and Validation
- Understanding technology and implementation requirements in support of Release, Control and Validation
- The challenges, critical success factors and risks related with Release, Control and Validation

Service Offerings and Agreements Capability

Course Description

This 5-day course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Service Offerings and Agreements of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Learning Objectives

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice and how the processes within Service Offerings and Agreements support the Service Lifecycle
- Knowing the important role of Service Offerings and Agreements in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Service Offerings and Agreements processes
- The application of Service Offerings and Agreements processes, activities and functions to achieve operational excellence
- How to measure Service Offerings and Agreements performance
- The importance of IT Security and how it supports Service Offerings and Agreements
- Understanding technology and implementation requirements in support of Service Offerings and Agreements
- The challenges, critical success factors and risks related with Service Offerings and Agreements

Managing Across the Lifecycle

Course Description

The Managing Across the Lifecycle Certificate is the final module of the Service Lifecycle and/or Service Capability Intermediate courses that leads to the ITIL Expert in IT Service Management recognition. This 5-day course immerses learners in the contents of the ITIL V3 publications; focusing on business, management and supervisory objectives, purpose, processes, functions and activities, and on the interfaces and interactions between the processes covered in the Service Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Learning Objectives

At the end of this course, the learner will gain competencies in:

- Introduction to IT Service Management business and managerial issues
- Managing the planning and implementation of IT Service Management
- Management of strategic change
- Risk management
- Understanding organizational challenges
- Service assessment
- Understanding complementary industry guidance