

ITIL v3 Intermediate Insights

1. Supplier Management (Vendor)

- A. Purpose and objectives
- B. Scope
- C. Value to the business
- D. Policies, principles and basic concepts
- E. Process activities, methods and techniques
- F. Supplier Management process
- G. Supplier Categorization
- H. Triggers, inputs, outputs and interfaces
- I. Information Management
- J. Critical Success factors and key performance indicators
- K. Challenges and Risks.

2. Request Management

- A. Purpose and objectives
- B. Scope
- C. Value to the business
- D. Policies, principles and basic concepts
- E. Process activities, methods and techniques
- F. Triggers, inputs, outputs and interfaces
- G. Information Management
- H. Critical Success factors and key performance indicators
- I. Challenges and Risks.

3. Incident Management

- A. Purpose and objectives
- B. Scope
- C. Value to the business
- D. Policies, principles and basic concepts
- E. Process activities, methods and techniques
- F. Triggers, inputs, outputs and interfaces
- G. Information Management
- H. Critical Success factors and key performance indicators
- I. Challenges and Risks.

4. Knowledge Management

- A. Purpose and objectives
- B. Scope
- C. Value to the business
- D. Policies, principles and basic concepts
- E. Process activities, methods and techniques
- F. Triggers, inputs, outputs and interfaces
- G. Critical Success factors and key performance indicators
- H. Challenges and Risks.

5. Problem Management

- A. Purpose and objectives
- B. Scope
- C. Value to the business
- D. Policies, principles and basic concepts
- E. Process activities, methods and techniques
- F. Triggers, inputs, outputs and interfaces
- G. Critical Success factors and key performance indicators
- H. Challenges and Risks.

6. Configuration Management

- A. Purpose and objectives
- B. Scope
- C. Value to the business
- D. Policies, principles and basic concepts
- E. Process activities, methods and techniques
- F. Triggers, inputs, outputs and interfaces
- G. Critical Success factors and key performance indicators
- H. Challenges and Risks.

7. Change Management

- A. Purpose and objectives
- B. Scope
- C. Value to the business
- D. Policies, principles and basic concepts
- E. Process activities, methods and techniques
- F. Triggers, inputs, outputs and interfaces
- G. Critical Success factors and key performance indicators
- H. Challenges and Risks.