

## **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.