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GEFÖRDERT VOM



Bundesministerium
für Bildung
und Forschung



ERGEBNISBOGEN EQF-Bewertung

IT-Weiterbildungszertifikat

> ITIL® Foundation Certificate (AXELOS) <

Darmstadt, den 10. Mai 2017

Open C³S

Median (MD) / Minimum (Min.) / Maximum (Max.) der EQF-Stufen ...

... über alle Teilprozesse und Kategorien

[S. 1; Größe der Auswertungseinheit: N]

... je Kategorie über alle Teilprozesse

[S. 1; Größe der Auswertungseinheit: N]

... je Kategorie in den Teilprozessen

[S. 2 ff.; Größe der Auswertungseinheit: N]

N = Fallzahl; F = davon fehlend

Die nachfolgende EQF-Bewertung wurde durch einen zielprofilerfahrenen Dozenten durchgeführt.

Zusammenfassende Mediane

Median in der Gesamtbetrachtung
der EQF-Stufe über alle Teilprozesse, Kategorien und Fälle

MD	Min.	Max.	N	F
5	5	5	15	0

Kategorie "Kenntnisse"
Median der EQF-Stufe über alle Teilprozesse und Fälle

MD	Min.	Max.	N	F
5	5	5	5	0

Kategorie "Fertigkeiten"
Median der EQF-Stufe über alle Teilprozesse und Fälle

MD	Min.	Max.	N	F
5	5	5	5	0

Kategorie "Kompetenz"
Median der EQF-Stufe über alle Teilprozesse und Fälle

MD	Min.	Max.	N	F
5	5	5	5	0

Werte je Kategorie in den Teilprozessen über alle Fälle
und je Teilprozess über alle Kategorien und Fälle

Weiterbildungszertifikat entsprechend dem "The ITIL® Foundation Certificate Syllabus v5.5"	Erlernte Kompetenzlevel je EQF-Kategorie in den Teilprozessen über alle Fälle
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ITIL Service Strategy

<p>1</p> <p>2 Service management as a practice 11 management processes 2.1 Services and service management 2.2 Basic concepts 2.3 Governance and management 2.4 The service lifecycle</p> <p>3 Service strategy principles 3.1 Strategy 3.2 Customers and services 3.3 Service providers 3.4 How to define services for an IT service provider 3.5 Strategies for customer satisfaction 3.6 Service economics 3.7 Sourcing strategy 3.8 Service structures in the value 3.9 Service strategy inputs and outputs</p> <p>4 Service strategy processes 4.1 Strategy management for IT services 4.2 Service portfolio management 4.3 Financial management for IT services 4.4 Demand management 4.5 Business relationship management</p> <p>5.2 Establishing and maintaining a service management system 5.3 IT service strategy and the business 5.4 IT service strategy and enterprise in the Best Management Practice 5.5 IT service strategy and application 5.6 Creating a strategy for implementing service</p> <p>6 Organizing for service strategy 6.1 Organizational development 6.2 Organizational change systems 6.3 Organizational departmentalization 6.4 Organizational design 6.5 Organizational culture 6.6 Functions 6.7 A logical organization structure 6.8 Roles 6.9 Responsibility model – RACI 6.10 Competence and training</p> <p>7 Technology considerations 7.1 Service automation 7.2 Service interfaces 7.3 Tools for service strategy</p> <p>8 Implementing service strategy 353 Appendix D: Related guidance 8.1 Implementation through the lifecycle 8.2 Service strategy implementation activities following a lifecycle approach 8.3 The impact of service strategy on other lifecycle stages</p> <p>9 Challenges, risks and critical 395 success factors 9.1 Challenges 9.2 Risks 9.3 Critical success factors</p>	<table border="1"> <thead> <tr> <th style="text-align: center;">EQF-Kategorien</th> <th style="text-align: center;">MD</th> <th style="text-align: center;">Min.</th> <th style="text-align: center;">Max.</th> <th style="text-align: center;">N</th> <th style="text-align: center;">F</th> </tr> </thead> <tbody> <tr> <td>Kenntnisse</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Fertigkeiten</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Kompetenz</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Über alle Kategorien</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">3</td> <td style="text-align: center;">0</td> </tr> </tbody> </table>	EQF-Kategorien	MD	Min.	Max.	N	F	Kenntnisse	5	5	5	1	0	Fertigkeiten	5	5	5	1	0	Kompetenz	5	5	5	1	0	Über alle Kategorien	5	5	5	3	0
EQF-Kategorien	MD	Min.	Max.	N	F																										
Kenntnisse	5	5	5	1	0																										
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Kompetenz	5	5	5	1	0																										
Über alle Kategorien	5	5	5	3	0																										

ITIL Service Design

2

- 2 Service management as a practice
 - 2.1 Services and service management
 - 2.2 Basic concepts
 - 2.3 Governance and management systems
 - 2.4 The service lifecycle 283 Service design principles
- 3 Service design principles
 - 3.1 Service design basics
 - 3.2 Service design goals
 - 3.3 Balanced design
 - 3.4 Identifying service requirements
 - 3.5 Identifying and documenting
 - 3.6 Design activities
 - 3.7 Design aspects
 - 3.8 The subsequent design activities
 - 3.9 Design constraints
 - 3.10 Service-oriented architecture
 - 3.11 Service design models
 - 3.12 Service design inputs and outputs
- 4 Service design process
 - 4.1 Design coordination
 - 4.2 Service catalogue management
 - 4.3 Service level management
 - 4.4 Availability management
 - 4.5 Capacity management
 - 4.6 IT service continuity management
 - 4.7 Information security management
 - 4.8 Supplier management
- 5 Service design technology-related activities
 - 5.1 Requirements engineering
 - 5.2 Management of data and information
 - 5.3 Management of applications
- 6 Organizing for service design
 - 6.1 Organizational development
 - 6.2 Functions
 - 6.3 Roles
 - 6.4 Responsibility model – RACI
 - 6.5 Competence and training
- 7 Technology considerations
 - 7.1 Service design tools
 - 7.2 Service management tools
- 8 Implementing service design
 - 8.1 Business impact analysis
 - 8.2 Service level requirements
 - 8.3 Risks to the services and processes
 - 8.4 Implementing service design
 - 8.5 Measurement of service design
- 9 Challenges, risks and critical
 - 9.1 Challenges
 - 9.2 Risks
 - 9.3 Critical success factors and key performance indicators

EQF-					
Kategorien	MD	Min.	Max.	N	F
Kenntnisse	5	5	5	1	0
Fertigkeiten	5	5	5	1	0
Kompetenz	5	5	5	1	0
Über alle Kategorien	5	5	5	3	0

ITIL Service Transition

3

- 2 Service management as a practice
 - 2.1 Services and service management
 - 2.2 Basic concepts
 - 2.3 Governance and management other lifecycle stages 236 systems
 - 2.4 The service lifecycle
- 3 Service transition principles
 - 3.1 Policies for service transition
 - 3.2 Optimizing service transition
 - 3.3 Service transition inputs and outputs
- 4 Service transition processes
 - 4.1 Transition planning and support
 - 4.2 Change management
 - 4.3 Service asset and configuration management
 - 4.4 Release and deployment management
 - 4.5 Service validation and testing
 - 4.6 Change evaluation
 - 4.7 Knowledge management
- 5 Managing people through service transitions
 - 5.1 Managing communications and commitment
 - 5.2 Managing organization and stakeholder change
 - 5.3 Stakeholder management
- 6 Organizing for service transition
 - 6.1 Organizational development
 - 6.2 Functions
 - 6.3 Organizational context for transitioning a service
 - 6.4 Roles
 - 6.5 Responsibility model RACI
 - 6.6 Competence and training
 - 6.7 Service transition relationship with other lifecycle stages
- 7 Technology considerations
 - 7.1 Knowledge management tools
 - 7.2 Collaboration
 - 7.3 Configuration management system
- 8 Implementing service transition
 - 8.1 Key activities in the introduction of service transition
 - 8.2 An integrated approach to service transition processes
 - 8.3 Implementing service transition in a virtual or cloud environment
- 9 Challenges, critical success factors and risks
 - 9.1 Challenges
 - 9.2 Critical success factors
 - 9.3 Risks
 - 9.4 Service transition under difficult conditions

EQF-Kategorien	MD	Min.	Max.	N	F
Kenntnisse	5	5	5	1	0
Fertigkeiten	5	5	5	1	0
Kompetenz	5	5	5	1	0
Über alle Kategorien	5	5	5	3	0

ITIL Service Operation

4

- 2 Service management as a practice
 - 2.1 Services and service management
 - 2.2 Basic concepts
 - 2.3 Governance and management
 - 2.4 The service lifecycle
- 3 Service operation principles
 - 3.1 Service operation fundamentals
 - 3.2 Achieving balance in service
 - 3.3 Providing good service
 - 3.4 operation staff involvement in other service lifecycles stages
 - 3.5 Operational health
 - 3.6 Communication
 - 3.7 Documentation
 - 3.8 Service operation inputs and outputs
- 4 Service operation processes
 - 4.1 Event management
 - 4.2 Incident management
 - 4.3 Request fulfilment
 - 4.4 Problem management
 - 4.5 Access management
- 5 Common service operation activities
 - 5.1 Monitoring and control
 - 5.2 IT operations
 - 5.3 Server and mainframe management
 - 5.4 Network management
 - 5.5 Storage and archive
 - 5.6 Database administration
 - 5.7 Directory services management
 - 5.8 Desktop and mobile device support
 - 5.9 Middleware management
 - 5.10 Internet/web management
 - 5.11 Facilities and data centre
 - 5.12 Operational activities of processes covered in other lifecycle stages
 - 5.13 Improvement of operational
- 6 Organizing for service operation
 - 6.1 Organizational development
 - 6.2 Functions
 - 6.3 Service desk function
 - 6.4 Technical management function
 - 6.5 IT operations management function
 - 6.6 Application management function
 - 6.7 Roles
 - 6.8 Responsibility model RACI
 - 6.9 Competence and training
 - 6.10 Service operation organization and structures
- 7 Technology considerations
 - 7.1 Generic requirements
 - 7.2 Event management
 - 7.3 Incident management
 - 7.4 Request fulfilment
 - 7.5 Problem management
 - 7.6 Access management
 - 7.7 Service desk
- 8 Implementation of service operation
 - 8.1 Managing change in service operation
 - 8.2 Service operation and project management
 - 8.3 Assessing and managing risk operation
 - 8.4 Operational staff in service design and transition
 - 8.5 Planning and implementing service technologies
- 9 Challenges, risks and critical success
 - 9.1 Challenges
 - 9.2 Critical success factors
 - 9.3 Risks

EQF-Kategorien	MD	Min.	Max.	N	F
Kenntnisse	5	5	5	1	0
Fertigkeiten	5	5	5	1	0
Kompetenz	5	5	5	1	0
Über alle Kategorien	5	5	5	3	0

ITIL Continual Service Improvement

5

- 2 Service management as a practice
 - 2.1 Services and service management
 - 2.2 Basic concepts
 - 2.3 Governance and management
 - 2.4 The service lifecycle
- 3 Continual service improvement
 - 3.1 Continual service improvement
 - 3.2 CSI and organizational change
 - 3.3 Ownership
 - 3.4 CSI register
 - 3.5 External and internal drivers
 - 3.6 Service level management
 - 3.7 Knowledge management
 - 3.8 The Deming Cycle
 - 3.9 Service measurement
 - 3.10 IT governance
 - 3.11 Frameworks, models, standards and quality systems
 - 3.12 CSI inputs and outputs
- 4 Continual service improvement processes
 - 4.1 The seven-step improvement process
- 5 Continual service improvement methods and techniques
 - 5.1 Methods and techniques
 - 5.2 Assessments
 - 5.3 Benchmarking
 - 5.4 Service measurement
 - 5.5 Metrics
 - 5.6 Return on investment
 - 5.7 Service reporting
 - 5.8 CSI and other service management processes
 - 5.9 Summary
- 6 Organizing for continual service improvement
 - 6.1 Organizational development
 - 6.2 Functions
 - 6.3 Roles
 - 6.4 Customer engagement
 - 6.5 Responsibility model - RACI
 - 6.6 Competence and training
- 7 Technology considerations
 - 7.1 Tools to support CSI activities
- 8 Implementing continual service improvements
 - 8.1 Critical considerations for implementing CSI
 - 8.2 Where do I start?
 - 8.3 Governance
 - 8.4 CSI and organizational change
 - 8.5 Communication strategy and plan
- 9 Challenges, risks and critical success factors
 - 9.1 Challenges
 - 9.2 Critical success factors
 - 9.3 Risks

EQF-Kategorien	MD	Min.	Max.	N	F
Kenntnisse	5	5	5	1	0
Fertigkeiten	5	5	5	1	0
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