HPE Digital Learner ITIL® 2011 Certification Content Pack

This self-paced eLearning Content Pack prepares learners for the ITIL Foundation and Operational Support and Analysis certification exams. These two exams contribute toward the ITIL Expert certificate. Included are modules that introduce the fundamentals of IT Service Management based on the IT Infrastructure Library (ITIL). It describes the key concepts, processes, functions and roles of the ITIL Service Lifecycle. Learn about Service Operation principles and the Event Management, Incident Management, Problem Management, Access Management and Request Fulfilment processes. In support of the main processes, the course details how other processes interact and enable their effectiveness. Organizing for Service Operation, roles, responsibilities, technology and their considerations are included.

Audience

- Information technology professionals who seek to improve and streamline the processes used to support the deployment of information technology within a business organization
- Individuals preparing for the ITIL Foundation Certificate in IT Service Management
- Employees from companies that provide or rely upon IT services
- Individuals looking to enhance their career prospects by pursuing the ITIL Intermediate qualification Operational Support and Analysis certificate, a high profile and highly regarded IT business certification

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Overview of the ITIL Service Lifecycle

Organizations that provide IT services to internal or external customers need to have the capabilities to manage these services, and good practices to ensure capabilities are fully utilized. In this course you will learn about the ITIL framework, including its benefits and role in IT service management. This course also covers the stages, purpose, scope, and value of the ITIL service lifecycle.

ITIL Service Strategy Concepts

It is critical for IT service providers to regularly evaluate and optimize the services they provide in light of their strategic goals. Service Strategy is a stage of the ITIL Service Lifecycle that helps IT organizations create value for their organizations through their service assets. In this course you will learn about fundamental Service Strategy concepts like internal and external services, and stakeholder groups. This course also covers service automation, strategy management, and service portfolio management.

ITIL Service Strategy Processes

A well-executed service strategy that encompasses proper demand management, financial management, and customer relationship management results in both customers and IT service providers achieving their goals. In this course you will learn about the demand management process, including the purpose and benefits of service level packages (SLPs). You will also learn about key financial management concepts and the importance of the business case. This course also covers the Business Relationship Management (BRM) process, including its scope and key challenges.

ITIL Service Design Concepts

Aligning IT services with business objectives and needs is critical for effective IT service management, and the design specifications to provide these IT services must be well planned to ensure this vital alignment. In this course you will learn about the key concepts of the Service Design stage of the ITIL Service Lifecycle, including the five aspects of Service Design. This course also covers service solution considerations to keep in mind, the elements of architectural design, and enterprise architecture components and roles. Finally, you will be introduced to process design, including the elements of a process, types of metrics, and the benefits of metrics trees.

Outline

- Recognize key ITIL characteristics
- Identify the benefits of ITIL
- Distinguish between the five categories in the ITIL qualification scheme
- Identify the features of a service
- Distinguish between utility and warranty
- Identify the features of service management

- Distinguish between the five ITIL Service Lifecycle stages
- Recognize the purpose of each ITIL Service Lifecycle stage
- Recognize the scope of each ITIL Service Lifecycle stage
- Identify the value of each ITIL Service Lifecycle stage to the organization
- Distinguish between functions and processes

- Identify key activities of the strategic generation stage of the strategy management process
- Identify key activities of the strategic execution stage of the strategy management process
- Distinguish between Continual Service Improvement and expansion and growth activity tasks of the strategy management measurement and evaluation stage
- Identify potential challenges in strategic management
- Identify the objectives of the service portfolio management process
- Distinguish between activities in the define and analyze phases of service portfolio management
- Distinguish between the objectives of the approve and charter phases of the service portfolio management process
- Identify challenges of service portfolio management

- Identify challenges of managing demand for services
- Identify guidelines for creating service packages
- Identify features of SLPs
- Distinguish between the purpose of service valuation, accounting, and cost modeling
- Identify the outputs of financial management
- Recognize the five components of a business case

- Distinguish between the two phases of risk management
- Recognize the scope of the BRM process
- Distinguish between the purpose of the customer portfolio and the customer agreement portfolio in BRM
- Identify the challenges of BRM

- Identify the benefits of using management architecture to integrate with business needs
- Identify the elements of a process to include in process design
- Distinguish between the four types of metrics
- Recognize the benefits of using a metrics tree
ITIL Service Design Processes
Effective IT service solutions must be designed to meet all IT service provider and customer needs. In this course you will learn about the processes in the Service Design stage of the ITIL Service Lifecycle including their purpose, expected benefits, scope, and key activities. This course also covers the management roles involved in Service Design processes and their key responsibilities.

Outline
- Recognize Service Design processes
- Identify the objectives of the Service Level Management (SLM) process
- Identify key negotiating phase activities in the SLM process
- Distinguish between monitoring phase and reporting phase activities in the SLM process
- Identify key reviewing phase activities in the SLM process
- Recognize the scope of the design coordination process
- Distinguish between overall and individual Service Design activities conducted in the design coordination process
- Recognize some of the challenges and risks of the design coordination process
- Identify characteristics of the service catalog

ITIL Service Transition Concepts and Processes
Successfully transitioning planned and designed IT services into the live environment is a key step toward valued IT service management. In this course you will learn about the service transition stage of the ITIL Service Lifecycle, including Service Transition scope and policies. This course also covers the key processes of Service Transition, including best practices and key activities for release and deployment, knowledge management, transition planning and support, validation and testing, and change management procedures.

Outline
- Recognize the scope of the Service Transition stage of the ITIL Service Lifecycle
- Recognize the recommended ITIL Service Transition policies
- Distinguish between activities that are in and out of scope for the release and deployment process
- Distinguish between the phases of the release and deployment management process
- Identify key characteristics of an Service Knowledge Management System (SKMS)
- Distinguish between the four elements of a DIKW (Data, Information, Knowledge, and Wisdom) structure
- Identify activities within scope of the Service Asset and Configuration Management (SACM) process
- Recognize activities that are within scope of the transition planning and support process
- Identify activities that are within scope of the service validation and testing process
- Identify the goals of the change management process
- Distinguish between the three types of changes in the change management process
- Recognize key interfaces of the change management process
- Sequence the steps of the normal change lifecycle in the change management process
- Identify the activities that may differ in an emergency change lifecycle versus a normal change lifecycle
- Recognize the objectives of the change evaluation process
- Identify the key challenges of the change evaluation process

ITIL Service Operation Concepts
IT services only achieve their true value when the planned and expected benefits are realized. Service Operation is the stage of the ITIL Service Lifecycle in which the work is carried out to deliver and manage services at the agreed levels to business users and customers, therefore delivering the value promised. In this course you will be introduced to the Service Operation stage of the ITIL Service Lifecycle, including its purpose, benefits, and scope. You will also learn about the effective communication techniques necessary during Service Operation activities. This course also covers the four key Service Operations functions including the service desk, technical management, IT operations management, and application management.

Outline
- Recognize the scope of the Service Operation stage of the ITIL Service Lifecycle
- Identify the responsibilities of the Service Operation stage of the ITIL Service Lifecycle
- Identify best practices for effective communication when conducting Service Operation activities
- Recognize the benefits of a service desk
- Identify the different types of service desk structures
- Recognize the dual role of the technical management function
- Distinguish between the sub-function tasks of the IT operations management function
- Recognize the roles of the application management function
### ITIL Service Operation Processes
Organizations need to effectively coordinate, manage, and control their day-to-day operations for providing IT services, and the Service Operation stage of the ITIL Service Lifecycle provides best practices for doing so. In this course you will learn about the key processes of Service Operation, including the scope, principles, and steps of the incident management process. You will also learn about problem management, including best practices for detecting, logging, categorizing, and investigating problems. This course also covers the event management process, request fulfillment processes, and access management.

- Identify the purposes of the incident management process
- Identify recommended incident management principles
- Sequence the steps of the incident management process
- Recognize the scope of the problem management process
- Identify the key principles of the problem management process
- Sequence the steps of the problem management process
- Recognize the scope of the event management process
- Identify the objectives of access management

### ITIL Continual Service Improvement
Organizations striving for long term sustainability need to be able to build upon and improve services throughout their lifecycle. The Continual Service Improvement (CSI) stage of the ITIL Service Lifecycle provides IT organizations the tools and processes necessary to continually improve their services. In this course you will learn key considerations and best practices for continual service improvement. You will also learn about the CSI register, and what information it should include. This course also covers the purpose and seven steps in the CSI process, including key activities that you perform.

- Identify the key considerations to keep in mind during Continual Service Improvement activities
- Recognize the benefits of the Continual Service Improvement stage of the ITIL Service Lifecycle
- Recognize the common information categories included in a CSI register
- Distinguish between the four steps of the Deming cycle
- Identify elements within scope of the CSI process
- Distinguish between activities performed in step 1 and step 2 of the CSI process
- Distinguish between the three types of data gathered in step 3 of the CSI process
- Distinguish between the goals of the fourth and fifth steps of the CSI process
- Distinguish between the types of information different stakeholders require
- Recognize the considerations to make when implementing service improvements

### ITIL 2011 Intermediate Level: Operational Support & Analysis (OSA)

#### Introduction to Operational Support and Analysis
Within the context of ITIL, Service Operation is sometimes referred to as the 'factory' of IT. It focuses on the daily activities and organizational infrastructure that are used to deliver services to the organization and the customer. The proper management of these activities and the organizational infrastructure is the key to ensuring Service Operation functions and processes are delivered successfully. Service Operation best practices also ensure adequate monitoring and controlling measures are in place and followed throughout the Service Lifecycle. This ultimately leads to strategic objectives being realized by the organization. This course provides an introduction to operational support and analysis. Specifically, the course covers the fundamentals of the ITIL Service Operation core area, and how the processes and functions of Service Operation work within and support the overall Service Lifecycle.

- Identify the fundamentals of Service Operation
- Identify key characteristics of the Service Lifecycle model
- Distinguish between Service Lifecycle functions and processes
- Recognize how a Service Lifecycle can solve Service Management problems
- Recognize Service Operation process activities
- Recognize Service Operation function activities
- Identify how to improve Service Operation performance
- Assess basic service issues
- Address basic service issues

#### Introduction to Event Management
It is essential that you know the status of all components in your IT infrastructure at any given time. Monitoring all events that occur can provide you with invaluable data to help your organization identify and isolate not only problems that are happening, but areas that require improvement before troubles exist. This course provides an introduction to Event Management, including its goals and scope, and how Event Management processes interact with other processes in the ITIL Service Lifecycle. The course also covers the specific components of Event Management including triggers and interfaces, and the detailed steps of Event Management. Finally, the course explores the key performance indicators, challenges and risks of Event Management, and the specific areas to consider when designing it.

- Explain the purpose of Event Management
- Outline the scope of Event Management
- Identify the advantages of Event Management to business
- Distinguish between types of events
- Identify what determines event types
- Recognize the purpose, scope, and business value of Event Management
- Recognize examples of different types of events
- Recognize how the Event Management process works
- Identify examples of triggers
- Identify processes with which Event Management interfaces
- Identify key information required in Event Management
- Distinguish between the activities in the Event Management process
- Recognize components and key data required in Event Management
- Explain the approach to service measurement in Event Management
- Outline how to build a service measurement framework for Event Management
- Explain what service measures should be defined in Event Management
- Specify the metrics used to measure the Event Management process
**Introduction to Incident Management**

No process in IT service delivery is foolproof; at some point in time an unplanned interruption will most likely occur ranging from a minor incident to the disastrous crashing of a critical system. The key to surviving any type of incident lies in an organization’s ability to deal with incidents, no matter how big or small, as quickly and efficiently as possible so that services resume and service levels are brought back within acceptable range with as little impact as possible on other processes, the organization itself, users, and customers. This course introduces the goal and scope of Incident Management. Specifically, the course covers the purpose of Incident Management, as well as the value Incident Management provides to the overall organization. In addition, the course covers the elements to consider when managing incidents, including timescales, incident models, and major incidents.

**Incident Management Interactions**

The ability to resolve a problem efficiently is critical for both you and your customers. But what happens when you have dozens, hundreds, or even thousands of customers each contacting you with the same issue? While you may be able to resolve each of their incidents one at a time, the loss of time, revenue, and resources is far too great to manage this way. Effective Incident Management is not just about resolving incidents as quickly as you can. It is about having the ability to identify and address widespread incidents, developing processes for handling categories of incidents as efficiently as possible, and taking proactive steps to address problems before incidents even occur based on patterns you see in incidents being reported. This course covers the nine steps in the Incident Management process, including identifying, categorizing, and closing incidents. This course also details the different ways incidents can be triggered, and the interfaces of incidents and Incident Management with other processes. Finally, the course covers the challenges, risks, and critical success factors of managing incidents effectively.

**Introduction to Request Fulfillment**

When you think of reasons for contacting the IT Department in your organization, it is most likely to resolve a problem. Typically you contact them when something is not working right – whether it is a connection error, system crash, or other incident that impedes your ability to do your work. But more often than not, Service Desks also field requests for numerous situations that do not typically fall into the ‘out of order’ category, but require attention, time, and a quick turnaround – for example, someone needs a new password, to change an existing password, or they need to add a new software program to their machine.

It is important for organizations to be able to manage these demands in an efficient way by having processes mapped out for these repetitive requests, and having dedicated staff to support these requests. This course provides an introduction to Request Fulfillment. Specifically, the course covers the purpose, scope, and benefits of Request Fulfillment to the organization.
## Request Fulfillment Process Interfaces and Challenges

What would you think if you called your internet provider to get a new password, and they told you it was going to be a week before they could resolve your request? Or even worse, imagine them not being able to do it at all because of poor planning. Efficient Request Fulfillment is critical to keeping your customers happy. And in order to perform well, you need a clear definition of the types of requests that can flow through Request Fulfillment processes, and well-planned procedures for addressing the requests. You also need to be able to foresee possible risks, so you can implement preventative measures. This course covers the components of Request Fulfillment, including triggers, interfaces, and necessary information for adequately addressing common requests.

### Introduction to Problem Management

Problems will inevitably crop up at some point while managing your IT Service Lifecycle. Usually they are first noticed when the incidents they cause are detected. Proper Problem Management aims to eliminate recurring incidents by addressing the root problem causing them, through efficient detection, investigation, diagnosis, and resolution practices. This course covers the purpose and scope of Problem Management, its value to the organization, and specifically the value and use of problem models in Problem Management. This course also provides a detailed view of the Problem Management process, including using tools like Ishikawa diagrams and Pareto Analysis, to investigate and diagnose specific problems.

### Problem Management Process Interfaces and Challenges

An efficient Problem Management process is vital in ensuring your organization is ready to handle and resolve problems successfully. And the ability to know what information is important and how to use that information to analyze how well your Problem Management process is performing can mean the difference between success and failure in your Problem Management efforts. This course details the components of Problem Management, including triggers such as staff, suppliers, and testing. This course also covers the interfaces of Problem Management with other processes across the Service Lifecycle and the specific information systems used in Problem Management. Finally, the course details the critical success factors necessary for ensuring successful operations in Problem Management.

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<td>Identify the types of information in the information sources necessary for Request Fulfillment</td>
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<td>Identify the types of information in the information sources necessary for Request Fulfillment</td>
<td>Distinguish between examples of the components of the Request Fulfillment process</td>
<td>Recognize the critical factors for successful Request Fulfillment</td>
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<td>Distinguish between examples of the components of the Request Fulfillment process</td>
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<td>Apply the Request Fulfillment process for a given scenario</td>
<td>Decompose the Request Fulfillment process into its key components</td>
<td>Analyze the Request Fulfillment process for a given scenario</td>
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<td>Decompose the Request Fulfillment process into its key components</td>
<td>Identify the key metrics for measuring the effectiveness of the Request Fulfillment process</td>
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<td>Recognize the key metrics for measuring the effectiveness of the Request Fulfillment process</td>
<td>Recognize the objectives of Problem Management</td>
<td>Recognize which problem investigation and diagnosis technique to use, given an example</td>
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<td>Identify the scope of Problem Management</td>
<td>Identify the steps in a Pareto Analysis</td>
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<td>Identify the scope of Problem Management</td>
<td>Distinguish between Problem Management and Incident Management</td>
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<td>Recognize how Problem Management benefits organizations</td>
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<td>Specify what information is included in the Problem Model</td>
<td>Identify post-problem resolution procedures</td>
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<td>Specify what information is included in the Problem Model</td>
<td>Assess a Service Desk’s approach to Problem Management</td>
<td>Examine the Problem Management process for a given scenario</td>
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<td>Assess a Service Desk’s approach to Problem Management</td>
<td>Distinguish between proactive Problem Management and reactive Problem Management</td>
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<td>Recognize the initial steps of the Problem Management process, given a scenario</td>
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<td>Recognize the initial steps of the Problem Management process, given a scenario</td>
<td>Identify the key reasons why Problem Records are triggered</td>
<td>Assess how the CMS and Known Error Database support the Problem Management process</td>
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<td>Identify the key reasons why Problem Records are triggered</td>
<td>Recognize how Problem Management interfaces with Service Transition processes</td>
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<td>Recognize how Problem Management interfaces with Service Transition processes</td>
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<td>Identify the function of the Configuration Management System (CMS) in Problem Management</td>
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<td>Resolve issues with the Problem Management process for a given scenario</td>
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<td>Specify the interface procedures of Problem Management during the Service Lifecycle</td>
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Introduction to Access Management
You probably would not leave the keys to your car, house, or office lying around for anyone to grab and use as they please. The same attention you give to protecting your physical valuables should be considered when protecting the confidentiality, availability, and integrity of your organization's IT data and intellectual property. Proper Access Management is critical for providing access to users who require it, and keeping out those who do not. This course covers the purpose, scope, and value of Access Management to the organization. This course also details the steps in the process for managing access, including requesting access, verification, providing rights, monitoring, logging and tracking, and removing and restricting rights where necessary. Finally, the course covers the key performance indicators used to check the efficiency and effectiveness of an organization’s Access Management process, and critical factors to ensure success.

Introduction to the Service Desk
Whether you call your internet provider because you cannot connect to your bank because your online banking password isn’t working or your satellite television provider because your signal is poor, chances are all these different calls for completely different things will have at least one thing in common – you will reach a Service Desk. This is because most IT service providers recognize the value and necessity of a Service Desk for their internal and external customers. Service Desks are an integral point of contact in organizations for addressing IT service-related issues, concerns and questions, and it is essential they are set up properly in order to achieve customer satisfaction and organizational objectives. This course covers the importance and benefits of the Service Desk in an IT service delivery organization, as well as the objectives and responsibilities Service Desks strive to deliver. This course also covers the different Service Desk organizational structures, such as local, centralized, and virtual, and also explores the different considerations, such as the environment that must be addressed when setting up and maintaining a Service Desk.

Service Desk Metrics and Outsourcing
Service Desks are an integral part of any IT service-providing organization, and it is vital to accurately and consistently measure how your Service Desk is performing to ensure it is addressing the needs of customers and users, and also to make changes where necessary. When a decision is made to outsource a Service Desk, there are also special considerations that must be planned to ensure that customers and users receive a consistent level of service. This course covers the purpose and importance of using metrics to evaluate the performance of a Service Desk, including metrics like average turnaround times and resolution rates. This course also details the different types of user satisfaction surveys that can be used to assess customer and user perceptions of Service Desk operations. Finally, the specific considerations that must be addressed when the choice is made to outsource the Service Desk, including common tools and processes, SLA targets, good communications, and ownership of data are covered.
Introduction to Functions
When you hear the term ‘manage’, you might typically think in terms of people management – the staff and human resources of an organization that perform the work of the business. However, much more than just people are managed in a successful IT organization. The tools, systems, and networks they use, and the processes and tasks they perform must also be managed. Management of the technical assets and architecture, and management of how those assets and architecture are used, maintained, supported, and delivered are essential to a complete and efficient IT organization. This course covers the Technical Management function, including its role, objectives, and activities. The course also covers the role and objectives of the IT Operations Management function, and the documentation created and used in this function such as standard operating procedures, operations logs, shift schedules and Reports, and operations schedules.

Function Activities
Every IT service requires applications – software that provides functioning for systems, services, and processes. And proper Application Management is critical to successfully delivering, supporting, and maintaining IT services in your organization, both internally to your users and to your external customers. This course covers the high level and low level roles of the Application Management function within the organization, and the objectives of Application Management. This course also details both the generic and specific activities that are part of the Application Management function.

Technology and Implementation Considerations
Implementing processes and technologies in any organization requires significant planning, analysis and management. Implementing Service Management process capabilities is no different. The method of implementation must be planned, requirements must be identified, and technologies must be carefully evaluated before proceeding with the implementation. Expected challenges and potential risks must also be identified and mitigated wherever possible. This course covers the technology considerations when implementing Service Management process capabilities, including the generic tool requirements and how to properly evaluate tools for consideration. This course also covers implementation considerations, including best practices in Project, Risk and Staff Management, as well as challenges, risks, and critical success factors to address during implementation.

ITIL Operational Support & Analysis exam
Generally taken near the end of a program, Final Exam enables the learner to test their knowledge in a testing environment.
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