

Statement of Work for ITIL Foundation Course

I. Scope of Work

a. Background

The purpose of soliciting an ITIL Foundations Course, is to train the NASA Armstrong Flight Research Center (AFRC) community. Armstrong users should have an understanding of ITIL Processes following completions this course, and apply the skills learned.

b. Objectives

This Statement of Work (SOW) details the training required. This SOW is to be used by parties interested in bidding to create a learning plan and associated class materials to support 20 students in each class.

II. Applicable Document

The organization providing the training will provide all materials, visual aids, computer files, software, etc. that is required to deliver the course content. Training manuals are to be produced and provided by the training vendor. Each student should receive a manual/workbook that has been tailored to match the learning plan.

III. Technical Point of Contacts

TBD

IV. Specific Task Requirements

General Requirements – ITIL Foundation course content

Lessons in this course:

Lesson 1: Introducing ITIL

Lesson 2: Service management and stakeholders

Lesson 3: Functions, roles and processes

Lesson 4: The service lifecycle

Lesson 5: Service Strategy key concepts

Lesson 6: Service Strategy processes

Lesson 7: Service Design key concepts

Lesson 8: Service Design processes (1)

Lesson 9: Service Design processes (2)

Lesson 10: Service Transition processes (1)

Lesson 11: Service Transition processes (2)

Lesson 12: Service Operation processes

Lesson 13: Service Operation functions

Lesson 14: CSI

Lesson 15: Roles

Lesson 16: Technology considerations

Lesson 17: The sample exam

V. Period of Performance

The foundation course will be instructor-led, and will be held Palmdale, CA. Depending on the number of interested users, multiple classes may be scheduled.

VI. Deliverables

Customized training manuals are to be produced and provided by the training vendor. Each student should receive a manual/workbook that has been tailored to match the customized learning plan.

VII. Acceptance Criteria

Offerings must include detailed cost information on a line item basis. Bids must be submitted for consideration by July 3rd, 2015.

VIII. Contractor/Government Furnished Property/Government Furnished Equipment

The organization providing the training will provide all materials, visual aids, computer files, software, etc. that is required to deliver the course content. The students will be responsible for bringing a laptop computer to class. NASA will provide network connections as required. Vendor will provide server-side hardware, if required.

IX. Special Considerations

The instructor will be expected to travel to Palmdale, CA to conduct the training

X. Security Requirements

N/A