

Course Description:

This ½-day (or optional 1-day) v3 Awareness Course provides learners with the unique opportunity to receive an introduction to the concepts of the Information Technology Infrastructure Library (ITIL®) and IT Service Management (ITSM). It provides an overview of the concepts within the ITIL® best practices domain while also introducing the key ITIL® processes. This non-certificate course explains how ITIL® processes are driven by a Service Lifecycle to provide smooth functioning of organizations, thus ensuring high-quality services to their customers. It has been designed for learners who need a basic awareness of ITIL® v3 as a general interest, as part of a larger program initiative that does not require the intensity and depth of the ITIL® v3 Foundations Course, or for those who may not be sure of their future ITIL® v3 training path and want to assess ITIL®/ITSM viability within their organization.

Audience:

IT Staff, IT and Business Executives, IT Consultants, Key Business Users, and IT Developers.

Learning Objectives:

At the end of this course, the student will be introduced to:

- Current business challenges
- Frameworks, Standards, Best Practices and Governance – where does ITIL® fit?
- ITIL® description and value
- ITSM concepts
- ITIL® v2 versus v3
- ITIL® qualifications
- The Lifecycle approach to Service Management
- ITIL®'s processes within the Lifecycle context
- Concepts and terminology of each phase in the Lifecycle
- Additional information on key processes
- Implementation considerations

Course Organizational Logistics:

- A maximum of 25 students can attend this course with 1 instructor
- Classroom with U-shaped seating arrangement
- Whiteboard, flipchart, projector
- Course runs 08:30 - 12:00

Prerequisites/Exam:

None.

Course Student Material:

Students receive a copy of the classroom presentation material.

Credits:

None in the ITIL® scheme.