

Introduction to ITIL® Course Outline, continued

Day 2

- Service Transition and Its Processes
 - Change Management
 - Service Asset and Configuration Management
 - Release and Deployment Management
- Service Operation and Its Processes
 - Incident Management
 - Event Management
 - Request Management
 - Problem Management
 - Access Management
- Continual Service Improvement Process
- IT Service Management Functions
 - Service Desk
 - Technical Management
 - Application Management
 - IT Operations Management