

## **Introduction to ITIL®**

*\_(2 Days)*

Quickly understand IT Service Management!

The IT Infrastructure Library (ITIL®) documents best practices in IT Service Management (ITSM). It provides organizations with a roadmap for improving IT services delivery to all of their customers, while constraining costs and addressing the threats to those services.

This course, lead by a Certified ITIL® Expert, will give you the basic understanding of ITIL® that you will need to make appropriate choices for your organization. You will learn about each of the ITIL® processes and function, and see how their implementation will affect your IT shop.

During this course, you will:

- Learn what ITIL® and IT Service Management are all about
- Understand the IT Service Management Lifecycle
- Master each of the ITIL® Processes and Functions
- Apply each of the ITIL® processes and functions to a case study organization
- Discuss the potential impacts and challenges of ITIL® with classmates

Who should attend this course?

- IT Directors and Managers
- IT Team Leads and personnel
- Service Desk Managers and personnel

Course Outline:

Day 1

- Introduction to ITIL® and ITSM
- Service Strategy and Its Processes
  - Service Portfolio Management
  - Demand Management
  - Financial Management
- Service Design and Its Processes
  - Service Level Management
  - Service Catalog Management
  - Availability Management
  - Information Security Management
  - Supplier Management
  - Capacity Management
  - IT Service Continuity Management

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***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