

ITIL® Essentials

One Day Workshop

Overview

This course will introduce key principles of successful IT Service Management using the ITIL® framework.

It is aimed at those working in an ITIL® or ISO20000 environment, rather than the managers or project leaders who have direct responsibility for implementation and delivery. This is NOT an accredited course leading to an exam and qualification.

Depending upon business requirements this course can be tailored to suit audiences at different levels within the organisation.

Objectives

- Provide delegates with an overview of the latest version of ITIL®
- Explain how structured approaches to IT Service Management
 - underpin achievement of corporate goals
 - make the contribution of individuals more effective
- Delegates will gain an understanding of:
 - the service management cycle (Strategy-Design-Transition-Operation-Improvement)
 - the importance of core ITIL® concepts such as service level agreements
 - the structure and terminology used in ITIL®
 - how ITIL® is deployed
 - the training and qualification structure
 - linkage to other best practice frameworks and standards

Learning Style

- An interactive workshop with break out exercises to consolidate key learning points

Who will the workshop benefit?

- Those who participate in and support an ITIL® or ISO20000 environment
- Managers considering implementation of ITIL®

Prerequisites

- None

Workshop Content

- Why ITIL® as become the International benchmark for Service Management
- Key components of ITIL®
 - Service Strategy – Design – Transition – Operation - Improvement
 - Service portfolio & relationship management
 - Service design & optimisation
 - Service monitoring & control
 - Service operation & support

- Living with ITIL
 - Key principles
 - Benefits & problems
 - Success ingredients
 - How ITIL® fits into a typical IT department

- Hints for successful implementation of Service Management
- Foundation, Intermediate and Diploma qualifications
- Relationships to other best practice methodologies and frameworks

Note – the content of the workshop can be tailored to suit the seniority and objectives of the audience