

ITIL Introductory Workshop

ITIL® is recognised internationally as the best practice approach to IT Service Management aligning the provision of IT Services with the needs of the business. It is used globally by thousands of organisations throughout the private and public sectors to improve the way in which they implement and manage IT Services.

This introductory one day workshop uses interactive discussions and practical exercises to give an overview of ITIL Service Management and its structure in an interactive way.

The workshop can be tailored to individual organisation's needs to focus on areas of ITIL that are key to its particular environment.

To find when the next course is running in your area, please contact: courseadmin@bestpracticetraining.com or 0845 467 7029.

Benefits to the individual

- Have an understanding of the reasons behind ITIL and why it was created
- Understand some of the key terminology used within the framework
- Have a general understanding of ITIL 2011 as a whole
- Understand key support processes to ITIL 2011 Foundation depth
- Understand how to use the key ITIL support processes in a practical way

Benefits to the business

- An excellent starting point for organisations who are implementing Service Management
- Improved IT processes and increased efficiency throughout the business from the understanding and application of ITIL processes
- The framework is flexible, scalable, and systematic and can be used within different organisations irrespective of size or industry

Audience

Those with little or no experience of ITIL

Those in support roles and those who need a general awareness of ITIL as a whole but wish to focus training in key ITIL areas

IT professionals who work within an organisation that has already adopted ITIL and who will need to contribute to an on-going improvement programme

Course duration

One day

Pre-requisites

There are no pre-requisites although a general level of IT literacy and experience in IT and/or liaising between IT and the business is expected.



Course outline

This is an interactive and practical one day workshop where knowledge is shared through presentations, discussion and group exercises. During the workshop, the following topics are covered. Each topic is concluded with a practical exercise.

- Introduction to ITIL and the five stages of the ITIL lifecycle, their purposes and processes
- The role of the ITIL Service desk, its responsibilities, structures and the processes it uses
- Incident Management – what is an incident, how should incidents be prioritised, how incident performance is measured
- Request Fulfilment Requests and how service requests differ from incidents
- Problem Management – root cause diagnosis and techniques to diagnose problems
- Event Management – how to record and act on system events occurring in the operational environment
- Change Management/Configuration Management – ITIL processes for change management, introduction to the concept of configuration management and its integration with the change management process, different types of change, requirements for RFC (request for change) and the approval process
- Service Level Management - developing service level/operational requirements and SLA's (service level agreements), supplier/client management issues
- Knowledge Management – ITIL processes to ensure that the right information is delivered to the right place or person at the right time so that an informed decision can be made

Exam details

This course does not have an exam.