

ITIL One day Overview

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 course gives an overview of ITIL Service Management and its structure. Delegates will gain an understanding of the core principles of ITIL Service Management practices.

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

Benefits to the individual

- Understand Service Management as a practice
- Understand key principles of ITIL
- Gain an overview of the five ITIL lifecycle areas
- Confidence and knowledge to contribute to an on-going service improvement programme

Benefits to the business

- An excellent starting point for organisations who are implementing Service Management
- The adoption of proven best practice processes results in improved IT services and increased productivity throughout the business
- Improved customer satisfaction and less down time through quicker fixes
- Better process management leads to increased efficiency and reduced costs
- The framework is flexible, scalable and can be used by different organisations irrespective of size/industry

Audience

Those with little or no experience of ITIL

Those in support roles or management and who are keen to understand ITIL and its benefits

IT professionals that are working within an organisation that has 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 knowledge of IT and how it interacts with the business is useful.



Course outline

The one day course covers the following topics.

- An Introduction to IT Service Management – what is ITIL, its history, service management as a proven best practice
- Service Lifecycle – the lifecycle approach
- Service Strategy – its purpose, objectives, scope and value to the business, service portfolio management, financial management, business relationship management
- Service Design – its purpose, objectives, scope and value to the business, the five major aspects of service design, service design processes
- Service Transition – its purpose, objectives, scope and value to the business, change management, transition planning & support, knowledge management, service asset & configuration management, release and deployment management
- Service Operation – its purpose, objectives, scope and value to the business, incident management, problem management, event management, request fulfilment, access management, service desk, technical management, application management, IT operations management
- Continual Service Improvement – its purpose, objectives, scope and value to the business, deming cycle, 7 step improvement model, CSFs and KPIs

Exam details

This course does not have an exam.