

---

## ITIL® V2 Executive Overview

### Course Overview and Objectives

This 3.5-hour presentation is a fast-paced introduction to the IT Infrastructure Library. Highlights include a general introduction to ITIL and its core processes, and how an ITIL-based approach to IT Service Management contributes to meeting IT and business objectives.

ITIL processes and interrelations, key terms, the benefits and challenges of implementing ITIL are discussed. The Executive Overview also provides information and answers to questions executives have about ITIL, such as business value, justification, tooling considerations, differences between ITIL V2 and ITIL V3, and implementation sequence.

A 30-45 minute Q & A session is included within this presentation. *Sessions can be offered at your location or offsite.*

**This course can also be offered as a full-day workshop, where each piece of the outline below is presented in richer detail.**

### Target Audience

The target audience includes IT Executives, Senior IT Managers, key stakeholders from the business, or sales executives who need a broad ITIL overview but do not have time to devote to longer training sessions.

### Prerequisites

There are no prerequisites for this course. There is no exam for this course.

### Course Outline

- ITIL Basics
  - Brief history of ITIL
  - The structure of ITIL
  - Business value of ITIL
- Services Management Overview
  - What is IT Service Management, and why is it important?
- ITIL Process overview
- Core *Service Delivery* processes
  - Service Level Management
  - Capacity Management
  - Availability & Security Management
  - IT Service Continuity Management
  - Financial Management for IT Services
- Core *Service Support* processes and functions
  - Service Desk
  - Incident Management
  - Problem Management
  - Configuration Management
  - Change Management
  - Release Management
- Program management critical success factors and roadblocks
- Q & A

**Knapp I.T., Inc.** is a leading IT Service Management training and consultancy firm based in Wilmington, Delaware. Clients include Dell, HP, the Federal Reserve Bank, EMC, RIM, SAIC, WSFS Bank, Lancaster General Hospital, Nortel, and the USDA. Owned and operated by certified ITIL® Expert Jill Knapp, her students enjoy a 99.6% pass rate. Knapp I.T., Inc. is a Woman-owned Small Business, and a proud Sponsor of the Arts.