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One-Day ITIL® V3 Overview

Course Overview and Objectives

This 7-hour* presentation is a fast-paced introduction to the basics of the IT Infrastructure Library (ITIL®). 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.

Several key ITIL processes and interrelations, vocabulary, concepts and roles, as well as the benefits and challenges of implementing ITIL are discussed. This seminar also provides information and answers to questions executives have about ITIL, such as business value, justification, toolset considerations, the value of certifications, differences between ITIL V2 and ITIL V3, and implementation sequence.

A 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 half-day (4-hour) seminar, with each piece of the outline below presented in slightly less detail.**

Objectives

1. Understand how ITIL can facilitate Business-IT Alignment
2. Learn key vocabulary to be able to "speak ITIL"
3. Understand the objectives around of the most important processes of ITIL's five core publications: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement, as well as their roles, relationships, and implementation considerations
4. Gain an awareness on how these processes contribute to making an IT organization manageable, efficient, and effective

Target Audience

- IT Managers, CIOs, IT Line Managers, Service Desk/Help Desk Managers
- Application, project, and business managers directly involved in IT
- Any member of IT organizations seeking process and service improvements
- Anyone seeking a high-level overview of ITIL

Prerequisites

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

Materials

Students receive a binder with all presentation slides, notes, an ITIL glossary, and a directory of additional helpful information for post-class review.

Course Outline

- ITIL Basics
 - Brief history of ITIL
 - The structure of ITIL
 - Business value of ITIL
 - ITIL: Not just another flavor of the month
 - ITIL certification paths
- Service Management Overview
 - What is IT Service Management, and why is it important?
 - The Customer vs. the Service Provider
 - Making ITIL your own
 - Why vocabulary is important
 - What is an SLA?
- ITIL Process overview
 - What is a process?
 - The process owner
- The Service Lifecycle: Strategy, Design, Transition, Operation and Improvement
- *Selected* ITIL Processes and Functions
 - Service Level Management
 - Service Desk (function)
 - Incident Management
 - Problem Management
 - Request Fulfillment
 - Service Asset and Configuration Management
 - Change Management
 - Release and Deployment Management
 - Demand and Capacity Management
 - Continual Service Improvement
- Implementation Considerations
- Q & A

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