



# ITIL<sup>®</sup> Essentials

2 days

## DESCRIPTION

A highly intensive two-day course for IT managers, team leaders and other IT professionals who need an understanding of the ITIL<sup>®</sup> framework and how it can be used to improve the quality of IT services.

It shows how ITIL<sup>®</sup> best practice can be adopted and adapted within an organisation. It focuses delegates on service quality and business value. It provides an insight into current Service Management thinking.

*Note: This course is designed as an introduction to ITIL and Service Management; it is NOT designed for those wishing to take an ITIL FOUNDATION examination. If you wish to take the examination you should attend the ITIL FOUNDATION course.*

*Note: Possibility to organise the course over 3 days for less intensity.*

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## OBJECTIVES

- ✓ To overview the contents of ITIL<sup>®</sup>: key concepts, definitions, terminology, processes, functions and roles
- ✓ To understand the Service Lifecycle
- ✓ To overview the objectives, business value, basic concepts, main processes and functions for each phase of the Service Lifecycle
- ✓ To relate the ITIL<sup>®</sup> framework approach to day to day IT activities
- ✓ To introduce the service culture
- ✓ To understand the benefits Service Management can bring to an organisation and to IT staff

## PRE-REQUISITES

There are no specific pre-requisites; however delegates should have some experience in day-to-day IT operational and support activities.

## STRUCTURE

This intensive course consists of formal lecturing and discussions.

## CONTENTS

- ✓ Introduction to Service Management
- ✓ Introduction to ITIL<sup>®</sup>
  - The Service Lifecycle
  - Key definitions and concepts: quality, value, outcomes, process, function, role
- ✓ Service Strategy
  - Key concepts: value to the business, types of service providers
  - Service Portfolio Management
  - Demand Management
  - Financial Management
  - Business Relationship Management
- ✓ Service Design
  - Key concepts: holistic approach, the Service Design Package, the 4 P's
  - Design Coordination
  - Service Level Management
  - Service Catalogue Management
  - Capacity Management
  - Availability Management
  - IT Service Continuity Management
  - Information Security Management
  - Supplier Management
- ✓ Service Transition
  - Transition Planning and Support
  - Service Asset and Configuration Management
  - Change Management
  - Release and Deployment Management
  - Knowledge Management
- ✓ Service Operation
  - Incident Management
  - Event Management
  - Request Fulfilment
  - Problem Management
  - Access Management
  - Functions: Service Desk, Technical Management, Application Management
  - IT Operations Management
- ✓ Continual Service Improvement
  - Key concepts: governance, risk, measurement, RACI matrix
  - Deming cycle
  - CSI approach
  - 7 step improvement process
- ✓ Conclusion

*For further details or reservations, please email to [steve.mann@sm2.ltd.uk](mailto:steve.mann@sm2.ltd.uk)*