



ITIL® Overview for Developers

1 day

DESCRIPTION

This one-day course is designed for staff involved in the design and development of IT Services, Systems or Applications.

It will give delegates an awareness of the scope, vocabulary and basic principles of ITIL® based Service Management.

They will appreciate how ITIL® best practice guidelines can be adopted and adapted in order to improve the way IT services are designed, implemented, operated and supported.

Specifically this will enable them to understand the benefits of good design on operational services and on smooth transition of services into the 'live environment'. They will understand how they contribute to the quality of services and to customer satisfaction.

*Note: **The course is specifically targeted at Development staff.** Managerial or Technical staff wishing to have an overview of ITIL® should attend either the Overview for Managers (OVM) or Overview for Technicians (OVT) course.*

OBJECTIVES

- ✓ To introduce the concepts of Service Management
- ✓ To understand the importance of managing services across the full Service Lifecycle by designing and developing services that are easily implemented, operated, supported and improved
- ✓ To explain the contribution good design can make to the value of services by understanding the concepts of 'utility' and 'warranty'
- ✓ To overview the contents of ITIL®: key concepts, definitions, terminology, processes and roles
- ✓ To discuss why organisations implement Service Management
- ✓ To understand the benefits well managed Service Management processes bring to an organisation

- ✓ To understand the critical need to consider the cultural dimension of Service Management

PRE-REQUISITES

There are no specific pre-requisites; however delegates should have an interest in the development perspective of IT services.

STRUCTURE

This intensive one-day course consists of both formal lecturing and discussions.

CONTENTS

- ✓ Introduction to Service Management, What and Why?
- ✓ Introduction to ITIL®
 - The Service Lifecycle
 - Key definitions and principles
- ✓ The ITIL® framework
 - Key concepts and processes for each of the 5 lifecycle phases:
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement
- ✓ The impact of design and development on the other phases of the lifecycle (Transition, Operation, CSI)
- ✓ Links between Service Management and development projects
- ✓ Conclusion

ITIL® is a Registered Trademark of AXELOS Ltd

For further details or for reservation, please email steve.mann@sm2.ltd.uk