



# ITIL<sup>®</sup> Overview for Managers

1 day

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## DESCRIPTION

This one-day course is designed for IT Managers directly or indirectly involved in the design, delivery or support of IT services.

It will provide an awareness of current Service Management thinking based on ITIL<sup>®</sup>. On completion, participants will be aware of the scope, vocabulary and basic principles of ITIL<sup>®</sup> based Service Management. They will appreciate how ITIL<sup>®</sup> best practice guidelines can be adopted and adapted in order to improve the IT Service Management framework within an organisation. This will enable them to understand the benefits they can gain from Service Management and the impact it can make on their customer's satisfaction.

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

## OBJECTIVES

- ✓ To introduce the concepts of Service Management
- ✓ To overview the contents of ITIL<sup>®</sup>: key concepts, definitions, terminology, processes and roles
- ✓ To appreciate the importance to manage services across the full Service Lifecycle
- ✓ To appreciate how to implement Service Management in an organisation
- ✓ 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 a management perspective.

## STRUCTURE

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

## CONTENTS

- ✓ Managers' burning issues
- ✓ Introduction to Service Management  
What and why?
- ✓ Introduction to ITIL<sup>®</sup>
  - ITIL<sup>®</sup> position
  - ITIL<sup>®</sup> and ISO20000
  - The Service Lifecycle
  - Key definitions and principles
- ✓ The ITIL<sup>®</sup> framework  
Key concepts and processes for each of the 5 lifecycle phases:
  - Service Strategy
  - Service Design
  - Service Transition
  - Service Operation
  - Continual Service Improvement
- ✓ Implementing ITIL<sup>®</sup>
  - Hints for successful implementation of Service Management
  - The cultural dimension
  - Success ingredients
- ✓ Conclusion

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