



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

1 day

---

## DESCRIPTION

This one-day course is designed for staff who work primarily in a technical role delivering, supporting and operating IT services e.g. Support staff, Service Desk etc.

It will give delegates an awareness 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 way IT services are designed, implemented, operated and supported.

This course is designed to challenge delegates to question their focus on service quality and business value.

*Note: **The course is specifically targeted at Technical staff.** Managerial or Development staff wishing to have an overview of ITIL<sup>®</sup> should attend either the Overview for Managers (OVM) 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 show how and why technicians need to be actively involved in Service Management
- ✓ To understand the Service Lifecycle from a technician's perspective
- ✓ To relate the ITIL<sup>®</sup> framework approach to day to day IT activities
- ✓ To understand the impact technicians can have on the quality of services
- ✓ To understand the benefits Service Management can bring to technical staff and to the organisation
- ✓ To introduce the service culture

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

## CONTENTS

- ✓ Technicians' environment: job characteristics and pressures
- ✓ Introduction to Service Management  
What and why?
- ✓ Introduction to ITIL<sup>®</sup>
  - The Service Lifecycle
  - Key definitions and principles
- ✓ The ITIL<sup>®</sup> framework  
Key concepts and processes for each of the 5 lifecycle phases:
  - Service Operation
  - Service Transition
  - Service Design
  - Continual Service Improvement
  - Service Strategy...concentrating on the 'day to day' operational areas of ITIL of most interest to technical staff, i.e. Service Operation and Transition.
- ✓ Conclusion

ITIL<sup>®</sup> is a Registered Trademark of AXELOS Ltd

---

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