IT Service Management and ITIL® Executive Overview

This presentation introduces the objectives, concepts and benefits of IT Service Management (ITSM) and the processes of the ITIL (Information Technology Infrastructure Library®) best practice framework. Delivered in one to two hours, this session outlines the relationships between ISO, BSI (British Standards Institute) and ITIL. Business-IT alignment, the Balanced Scorecard and models such as CMM (Capability Maturity Model) are also put into context. It is an invaluable learning opportunity for those who need to understand the objectives, key concepts, and benefits of ITSM. Most major vendors have aligned with ITSM and become ITIL compliant. You will hear how organizations worldwide have benefited from this and from the adoption of the industry's Best Practice processes.

Course attendees will gain an understanding of:

- The foundation and philosophy of ITIL and ITSM

- How ITSM can contribute to the service goals of their IT organization

- The objectives, drivers and benefits of IT Service Management

- The ITIL, BSI, ISO hierarchy and linkage to CMMI® and COBIT®

- The value of a strategic approach and of developing a Strategic IT Service Management Framework

Duration of Course:

- One to two hours depending on customer availability

Intended Audience:

- Executive Management and IT Executives, Service Managers, Relationship Managers, Team Leaders

Prerequisites:

- None

Delivery Method:

- Classroom, theatre or meeting style - utilizing handouts, digital projector and flipchart, and open discussion

The Executive Overview can be customized, at your request, to include specifics of your current environment and background knowledge, and to meet your time availability. Our instructors deliver a rich learning experience providing a solid understanding of ITSM and ITIL principles. In conjunction with presenting this session, we will be pleased to identify and discuss additional training options to best suit your staff.

For more information, please contact us:

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