IT Service Management and ITIL® Overview

This presentation introduces the objectives, concepts, benefits and relationships of the core IT Service Management (ITSM) processes, according to the ITIL® (Information Technology Infrastructure Library®) best practice framework. The core ITIL processes are reviewed using interactive lectures, group discussion, and real-world examples to introduce students to the theoretical and practical applications of ITSM.

This session explores the relationships between each of the processes and outlines common questions and issues that arise when ITSM is implemented in the workplace. It is an invaluable learning opportunity for those who need to understand the objectives, key concepts, and benefits of ITSM but do not require the in-depth knowledge provided by the ITIL Foundation course.

Course attendees will:

- Gain an understanding of the knowledge and philosophy of ITIL and ITSM
- Develop a high level knowledge of:
    - The five operational Service Support processes
    - The five tactical Service Delivery processes
    - ITSM process activities and relationships
    - Understand the benefits of applying ITIL to an IT service organization
    - Learn ways to approach ITSM in your organization

Duration of Course:

- One half day

Intended Audience:

- IT and Business management and staff

Prerequisites:

- None

Delivery Method:
- Classroom style – utilizing handouts, digital projector, flipchart and interactive discussions

Cost:
- $800.00/person

The ITSM and ITIL Overview can be customized, at your request, to have a more technical or business focus depending on the audience and include specifics of your current ITIL and ITSM processes and current work environment.

Our instructors deliver a rich learning experience providing a good basic understanding of ITSM and ITIL. 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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