



ITIL SERVICE MANAGEMENT ESSENTIALS

Duration: 2 Days

Summary:

This course introduces the concepts of IT Service Management (ITSM) and teaches you how to apply the ITSM Reference Model, which is based on the industry standard IT Infrastructure Library (ITIL) model. The course discusses a set of processes involved in developing an IT framework. You gain the knowledge required to take the Foundation Certificate in IT Service Management.

Who Should Attend:

All IT professionals, system and network administrators, and managers and executives who are responsible for the delivery of IT services in an organization.

- CEOs, CIOs
- General Managers
- Managers
- IT professionals
- Students

Benefits:

Identify fundamental processes involved in IT service management and how to integrate them into your business's IT services model and Learn to move the reactive relationship between IT and users to a proactive relationship. After this course you will be competent to apply service management essentials and participate in service delivery/support functions in your own work.

Course Outline:

Lesson 1: Introduction to Service Management and ITIL

- Introduce IT Service Management
- Introduce ITIL Infrastructure Library publications
- Introduce ITIL Industry

Lesson 2: ITIL Concepts and Terminology

- Service Level Management
- Financial Management for IT Services
- Service Desk

Lesson 3: ITIL Concepts and Terminology

- Incident Management
- Problem Management
- Configuration Management

Lesson 4: ITIL Concepts and Terminology



Change Management
Release Management
Capacity Management

Lesson 5: ITIL Concepts and Terminology

Availability Management
Security Management
IT Service Continuity Management

Lesson 6: ITIL Summary

ITIL Program Summary