



IT Service Management/ITIL Overview

An intensive and enjoyable 1 day course



What will this course do for me?

Adopting a common terminology and a more consistent approach to Service Management enables organisations to increase productivity, save costs and improve customer service.

This one-day Overview introduces the key components of ITIL, the key considerations when implementing ITIL and the accredited examination structure.

Who is the course for?

Everyone who:

- Is working in any aspect of Service Management
- Needs a greater awareness and understanding of best practices in IT Service Management

Aim

To provide an overview of ITIL including all core components and key considerations for implementation.

What is provided?

- Comprehensive course materials
- Paper and pens for notes
- Introductory overview of ITIL—pocket guide book

Course Content

Introduction

Aims and objectives

Best practice guidance from the ISO20000 IT Service Management standard and ITIL

Case Studies

Examples of improvements in productivity increases, cost savings and better customer service.

What happens without good processes, people and tools? - a practical realisation

Service Support

The role of the Service Desk

Managing incidents, service requests, changes and problems to resolution

Importance of Configuration and Release Management

Service Delivery

Service Level Agreements (SLAs) and contracts

Managing availability and IT service continuity

Financial Management

Capacity Management

Relationship Management

The role and relationships of the Business, Customer and Service Provider

Managing the relationships

Changing Culture

Service Improvement

Setting Service Level targets

Implementing effective processes and tools

Next Steps...

IT Service Management Foundation