



ITIL® AWARENESS WITH ITSM SIMULATION

Certificate: N/A

Duration: 2 days

Course Delivery: Classroom

Language: English

Credits: 0 Credits to ITIL expert

PMI® PDUs: 0

COURSE DESCRIPTION:

This 2-day course provides the learners with the overall concepts, selected processes, policies and methods associated with ITIL and complimentary Service Management practices. The course covers the 5 phases of the ITIL Service Lifecycle and why ITIL is quoted as the industries "De-facto Standard of Service Management". However, this class does not provide the details of each of the supporting processes, practices, policies etc. This course is designed to use the highly engaging ITSM Simulation that provides the learners a real world experience to the disciplines of ITIL and other ITSM best practices and positions the student to gain a greater knowledge of how these supporting practices can benefit their day-to-day operational activities.

AUDIENCE:

This course will be of interest to:

- Individuals who require an understanding of the Service Lifecycle and how activities in the Lifecycle stages may be embraced to enhance the quality of IT service management within an organization.
- IT professionals working in or new to service management practices and require a basic understanding of the concepts, processes, functions and activities involved.
- Individuals seeking expand their ITIL knowledge should they be interested in pursuing advanced certifications in service management.
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers involved in the management, coordination and integration of the activities within the Service Lifecycle.

LEARNING OBJECTIVES:

- Upon completion of this course and examination, the learner will gain competencies in:
- Understanding Service Management as a Practice and basic principles, purpose and objectives.
- Understanding how the ITIL processes interact with other service management practices and processes.
- The roles and responsibilities, activities and functions to achieve operational excellence.
- How to measure service performance.

- Understanding how technology supports the service lifecycle.
- The challenges, critical success factors and risks related with the ITIL Service Lifecycle.

COURSE ORGANIZATIONAL LOGISTICS:

- A maximum of 19 people
- Classroom with U-shaped seating arrangement or typical classroom seating with flexible arrangements
- Whiteboard, flipchart, projector
- Course runs 08:00 – 5:00 each

PREREQUISITES:

- No prerequisites are needed for this course

COURSE MATERIAL:

- Participant reference material contains the concepts that are covered in this class.

AGENDA:

Day 1

I. Service Management as a Practice

- a. Complimentary Industry Standards
- b. What is IT Service Management?

II. The ITIL Lifecycle

- a. Stage Objectives
- b. Key Elements to Each Phase
- c. Business Benefits

III. Service Strategy

- a. Detailed Objectives
- b. Key Processes (Financial, Demand Management, etc.)

IV. Service Design

- a. Detailed Objectives
- b. Key Processes (SLM, Catalogue, Availability, Capacity and IT Service Continuity Management)
- c. Key Terms and Definitions

VI. Service Transition

- a. Detailed Objectives
- b. Key Processes (Change, Release and Configuration Management)
- c. Business Value

VII. Service Operations

- a. Detailed Objectives
- b. Key Processes (Event, Request Fulfillment, Incident, Problem Management)
- c. Key Functions (Service Desk, Technical and Application Management)
- d. Business Value

DAY 2

- Simulation