



ITIL v3 Foundation Introduction

Length: 1 Day

Summary: This 1-day class introduces participants to the best practices of IT Service Management. The class provides a high-level orientation to the core disciplines of the ITIL® service lifecycle and processes.

The ITIL® framework is composed of five core areas: 1-Service Strategy, 2-Service Design, 3-Service Transition, 4-Service Operations and 5-Continual Service Improvement.

These disciplines represent a service lifecycle framework that further enhances alignment to business operations while demonstrating organizational value, ROI (Return on Investment) and enabling IT to address operational needs and requirements.

Audience: IT Management, IT Support Staff, Business Managers, Business Process Owners, IT Consultants, Service Providers, IT Developers, and System Integrators.

Learning Objectives: At the end of this class, attendees will be able to:

- Understand the key principles and concepts of IT Service Management.
- Understand the benefits of implementing ITIL® in an organization.
- Understand the Service Management processes and how they map to the Service Lifecycle
- Understand the basic concepts and definitions related to the Service Lifecycle.
- Understand the activities and roles involved with the Service Lifecycle

COURSE CONTENT

Topic 1: Service Management

Topic 2: Service Lifecycle

Topic 3: Service Strategy

Topic 4: Service Design

Topic 5: Service Transition

Topic 6: Service Operation

Topic 7: Continuous Service Improvement

