

1-Day ITIL Overview Awareness

I. Service Management as a Practice

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

II. The ITIL Lifecycle

- a. Phase 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

V. Group Exercise

- a. Evaluation of Topics Covered and How to Apply to Them to Your Organization

Lunch

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

VIII. Continual Service Improvement

- a. Detailed Objects
- b. Business Value

X. Group Exercise

- a. Evaluation of Topics Covered and How to Apply to Them to Your Organization

Closing