



ITIL® V3 Awareness Course Outline

Objectives

- Identify the history of ITIL as an international best practice for IT services.
- Articulate the structure of ITIL and its significance as a framework to guide IT and business.
- Identify the Service Lifecycle approach of ITIL v3.
- List the processes and functions associated with the Service Lifecycle approach of ITIL v3 and have a very high-level
- Understanding of their value to the business as part of the Service Lifecycle.
- Understand how ITIL v3 fits in with other compliance, regulatory, and IT frameworks.
- Understand the key elements of the ITIL Programs (People, Processes, Partners, and Products).

Audience

- IT and business executives who want to receive an overview of the concepts and significance of ITIL V3 as it applies to their business in a time-efficient manner.
- IT and business staff who need a brief overview and awareness of ITIL v3 concepts.

Prerequisites

- None

Course Description

This non-certificate course has been designed for IT and business executives and their staff who need a brief overview and awareness of ITIL v3 concepts. This self-paced e-learning course structure is ideal for those who require a basic understanding of the ITIL best practice in a time-efficient manner. It has been designed for learners who need a basic awareness of ITIL v3 as a general interest, as part of a larger program initiative as opposed to the full certification Foundation course or for those who may not be sure of their future v3 training path and want to assess ITIL / ITSM viability in their organization.

The ITIL v3 best practice is composed of five core disciplines:

- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Continual Service Improvement

These disciplines represent a Service Lifecycle framework that enhances alignment with the business while demonstrating business value, improving ROI, and enabling IT to solve specific operational needs. ITIL is globally recognized as the preferred guidance to manage and deliver IT services within an organization.

Duration

4 hours

Agenda

- Introduction to ITIL
- Structure and Significance of ITIL
- Service Lifecycle Approach of ITIL
- ITIL v3 Service Lifecycle Processes and Functions
- Complementary Industry Guidance
- ITIL Program Hints and Tips



Your ultimate training resource

Course Organization Logistics:

Pentium IV, Internet Explorer 6.x, Cookies enabled, JavaScript enabled, Macromedia Flash Player 8.0 and above, speakers or a headset, minimum 1024 x 768 pixel resolution, broadband Internet connection.