



The Information Technology Infrastructure Library (ITIL) is a best practice IT Service Management framework developed by the Office of Government Commerce (OGC) in the UK government. It has been developed in collaboration with leading industry experts, consultants and practitioners over the last 20 years. Since its launch, ITIL has been widely accepted throughout the world. It is now seen as the de facto standard for Best Practice in IT Service Management.

COURSE COMPETENCIES

The aim of this course is for each participant to gain competencies in the following:

- Service Management as a Practice
- Service Lifecycle
- Key Principles and Models Generic Concepts
- Selected Processes
- Selected Roles
- Selected Functions
- Technology and Architecture
- Related standards and frameworks
- The issues of implementing ITIL Service Management into an organisation and creating a cycle of continuous improvement

COURSE STRUCTURE

This course is instructor-led with limited class size. Participants undertake practical activities to ensure understanding of concepts and terminology. The course includes the ITIL Foundation Exam, a simulation to reinforce the learning and a practical workshop on the implementation of IT Service Management.

EXAMINATION

The Exam is closed book, comprises 40 multiple choice questions and has to be completed in 1 hour. The pass mark is 65%.

WHO SHOULD ATTEND

The ITIL Essentials course is appropriate for all IT staff, but more specifically people in the following roles should attend:

- IT Manager
- CIO
- IT Line Managers
- Help Desk Managers
- Process stakeholders
- Service Delivery Managers
- Participants wishing to further their ITIL education Certifications (Expert Certification in IT Service Management)

Introduction

- History of ITIL
- ITIL Qualification scheme

Service Management as a practice

- What is a Service
- Processes
- Roles
- Organisation

The Service Lifecycle

- The structure, scope and components
ITIL Service Life cycle

Service Strategy

- Strategy Generation
- Service Portfolio Management
- Demand Management
- Financial Management
- Business Case

Service Design

- The aspects and activities of Service Design
- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

Service Transition

- Change Management
- Service Asset and Configuration Management (SACM)
- Release and Deployment Management
- Service Knowledge Management

Service Operation

- Incident Management
- Event Management
- Request Fulfilment
- Problem Management
- Access Management

Continual Service Improvement

- The Continual Service Improvement Model
- Continuous improvement across the IT Service Lifecycle
- The Continuous Service improvement process

Technology and Architecture

- Generic requirements for an integrated set of Service Management Technology
- Understand how Service Automation assists with integrating Service Management processes

Related Standards and Frameworks

- ISO/IEC 20000
- COBIT
- CMMI
- PRINCE2

ITIL Simulation

- The simulation puts course participants in the shoes of an organisation doing its best to maximise revenue through day-to-day operations
- Experience how to improve (ITIL) processes so as to achieve business goals
- Demonstrate improvements through a balanced approach encompassing people, process and technology

Implementing ITIL

- Implementation tips and tricks
- Business case and KPIs
- Aligning People, Process, Technology and Organisational requirements