

Course Title: ITIL Awareness Training

History and Overview of ITIL

- History of ITIL
- ITIL definition
- The ITIL model
- Why use ITIL?
- ITIL's weaknesses and strengths
- ITIL Q&A

Core Process Areas:

- ITIL model applied to Core Process
- Introduction to core process
- Objectives of Core Process
- Process positioned as part of all 10 Core processes
- Activities of Core process
- Process Control of Core Process
- Critical success factors, Bottlenecks, Possible problems.
- Case Studies
- Take aways
- ITIL 'Simulation' in Client Organization

Introduction to ITIL V3:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement