

Course Title: Workshop Overview (ITIL Essentials)

Duration : 2 days

What is ITIL?

This workshop is designed to introduce you to ITIL (IT Infrastructure Library), the most widely accepted approach to IT Service Management in the world. ITIL provides a comprehensive and consistent set of best practices for IT Service Management.

Workshop Takeaways:

- To understand how an integrated framework, based on ITIL best practice guidelines enables an organization to support and deliver quality IT services.
- To prepare participants for ITIL Foundation examination from ISEB / EXIN in IT Service Management.
- To ensure participants gain from real life situations experience of the trainer and participants.
- To ensure that participants gain an overview into ITIL implementation issues

Audience:

- IT Support Staff
- IT Consultants
- Key Business Users
- Quality Assurance Professionals
- IT Developers
- IT Auditors
- IT Management
- IT Service Management Professionals

Workshop Coverage:

- Importance of Process oriented way of working
- Clear distinction between best practices and certifications
- Growth of ITIL
- ITIL Processes and the way they fit into Service Management Practices
- ITIL Foundation examination set up and further certifications
- Service Support Processes and Functions:
 - Service Desk
 - Incident Management
 - Problem Management
 - Configuration Management Database
 - Change Management
 - Release Management
- Service Delivery Processes:
 - Service Level Management

- Availability Management
- Capacity Management
- IT Service Continuity Management
- Financial Management for IT Service Management

Workshop Benefits:

On completion of this Workshop you will be able to:

- Identify the various ITIL processes that can be implemented in your organization.
- Identify the benefits of implementing each ITIL process in your organization.
- Identify the basic concepts related to each ITIL process.
- Identify the activities and roles involved in each process.
- Identify the relationship of each ITIL process with other processes.

Identify the factors that affect the effectiveness of each ITIL process.