

What is ITIL?

ITIL is a framework of best practice techniques to facilitate the delivery of high-quality information technology services. ITIL outlines an exhaustive set of management procedures to support organizations in achieving both value and quality in IT operations.

As an IT Service Management (ITSM) framework, ITIL provides a systematic approach to the provisioning and management of IT services, from inception through design, implementation, operation and continual improvement. The processes identified and described within ITIL are supplier and platform independent and apply to all aspects of IT infrastructure.

The names "ITIL" and "IT Infrastructure Library" are Registered Trade Marks of the Office of Government Commerce (OGC), which is an Office of the United Kingdom's Treasury.

The new version of this framework is ITIL v3 launched in 2007.

Learning Objectives:

- Understand the key principles and concepts of IT Service Management.
- Understand the benefits it can bring to your organization.
- Understand the various processes in Service Management and how they relate to the Service Lifecycle.
- Understand the IT Organization structure and the roles involved with the Service Lifecycle.
- Understand the relationships among the components of the processes
- Understand the ways to measure the effectiveness of the Service Lifecycle

Audience: ITIL FOUNDATION v3

- IT Managers
- IT Staff and process owners
- IT Consultants
- Key Business Users
- Quality Assurance Professionals
- IT Developers
- IT Auditors
- IT Management
- IT Service Management Professionals
- Application, Project and Business Managers directly involved in IT
- Executives managing, implementing and operating IT services in-house or for external customers.
- Any member of an IT organization in delivery of IT services

Course Outline:

Day 1

- **Introduction to Key Concepts of IT Service Management**
- **Brief Introduction to IT Governance Frameworks**
- **Evolution of Information Technology Infrastructure Library**
- **Service Management As A Practice**
 - Life Cycle Phase - Service Strategy
 - Life Cycle Phase - Service Design
 - Life Cycle Phase - Service Design
 - Life Cycle Phase - Service Transition
 - Life Cycle Phase - Service Operation
 - Life Cycle Phase - Continual Service Improvement
- **Functions and Processes in Service Strategy**
 - Financial Management
 - Service Portfolio Management
 - Demand Management
- **Functions and Processes in Service Design**
 - Service Catalogue Management
 - Service Level Management
 - Capacity Management
 - Availability Management
 - IT Service Continuity Management
 - Information Security Management
 - Supplier Management
- **Case Study**

Day 2

- **Focus On Functions and Processes In ITIL V3**
- **Day 1 Recap**
- **Functions and Processes in Service Transition**
 - Transition Planning & Support
 - Change Management
 - Service Asset & Configuration Management
 - Release & Deployment management
 - Service Validation & Testing
 - Evaluation
 - Knowledge Management
- **Case Study**
- **Functions and Processes in Service Operation**
 - Event management
 - Incident Management
 - Request Fulfillment
 - Problem Management
 - Access Management
 - Monitoring and control
 - IT Operations
 - Service Desk

- **Case Study**
- **Life Cycle Phase - Continual Service Improvement**
 - CSI Improvement Process
 - Service Reporting

Recap

- **Preparing for ITIL v3 Foundation Exam**

Q & A