



## ITIL® Awareness eLearning

**Certificate: None**

**Course ID: ITIL9050**

**Duration: 4 hours**

**Language: English**

**Delivery: Online self-paced eLearning**

**Credits: None in ITIL scheme**

### **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 concepts. This self-paced eLearning 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 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 training path and want to assess ITIL / ITSM viability in their organization.

The ITIL 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.

### **Audience:**

The Awareness course will be of interest to:

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

### **Learning Objectives:**

At the end of this course, you will be introduced to:

- 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
- List the processes and functions associated with the Service Lifecycle approach of ITIL and have a very high-level understanding of their value to the business as part of the Service Lifecycle

- Understand how ITIL fits in with other compliance, regulatory, and IT frameworks.
- Understand the key elements of the ITIL Programs (People, Processes, Partners, and Products)

**Course Organizational 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

**Prerequisites:**

None

**Course Content:**

- Introduction to ITIL
- Service Management as a Practice
- Service Lifecycle
- ITIL Service Lifecycle Process and Functions
- Complementary Industry Guidance
- ITIL Program Hints and Tips

**About the Examination:**

There is no exam associated with this course.

**Credits:**

None in the ITIL® scheme

**Ordering Information:**

- Description: ITIL Awareness eLearning
- Code: ITIL9050

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