



ITIL® Awareness

Course Information

Product Type: ITIL Awareness

Level: Awareness

Domain: IT Service Management

Duration: 1 Day

Language: English (US)

Delivery Format: Onsite or Virtual – Instructor Led

Course Description

The ITIL® Awareness course provides learners with the unique opportunity to receive an introduction to the concepts of IT Infrastructure Library (ITIL) and IT Service Management (ITSM). It provides an overview of the concepts within the ITIL best practices domain while also introducing the key ITIL processes. This course explains how ITIL processes are driven by a service lifecycle to provide smooth functioning to organizations, thus ensuring high-quality services to their customers.



This course 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 ITIL 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.

Audience

IT Professionals who require a basic understanding of the ITIL framework such as:

- IT Staff
- IT and Business Executives
- IT Consultants
- Key Business Users
- IT Developers

Learning Objectives

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

- Describe the concept of ITIL and ITSM.
- Explain the benefits of implementing ITIL in an organization.
- Explain the ITIL® certification scheme and its corresponding credits system.
- Describe the importance of functions and processes in an organization.
- Describe how ITIL processes map to the overall service lifecycle.
- Define the roles and responsibilities involved with the service lifecycle.

Prerequisites

- There are no formal prerequisites.

Course Materials

- For Participants: Course Book

Course Outline

Section 1: Concept of ITIL and ITSM

- Service
- Service Value
- Value to Customers: Utility and Warranty
- Service Management
- Defining IT Service Management
- Introducing Stakeholders in Service Management
- How ITSM Reduces Costs and Improves the Quality of IT Services?
- What is ITIL?
- Why Adopting ITIL?
- ITIL: Value Proposition

Section 2: ITIL Processes Within the Service Lifecycle Context

- What is Process?
- How Does Process Model Work?
- Introducing Functions
- Different Functions and its Emphasis on Service Lifecycle
- The RACI Model

Section 3: ITIL Service Lifecycle Approach to ITSM

- ITIL Service Lifecycle
- How Does ITIL Service Lifecycle Process?

Section 4: Roles and Responsibilities in ITIL

- Role
- Generic Roles
- Generic Process Roles
- How ITIL Roles Can Fit Together Within the Service Lifecycle?

Section 5: ITIL® Certification Scheme

- The ITIL® Certification Scheme Overview
- ITIL Credit Assignment
- How ITIL Fits with Other Framework and Practices

Exam Information

- There is no exam associated with this course.

Course Specific Delivery Information

Course includes:

- Live instructor led training – onsite, or via virtual class
- Course manual (eBook)
- Helpful handouts
- Certificate of completion

Course Delivery Requirements

- The course may be delivered onsite, or virtually over the internet
- If onsite, suitable classroom facilities must be provided
- If ordered and delivered virtually, students must have a suitably equipped PC or Laptop, with a high-speed internet connection

Pricing and Ordering Information

- Product Code: ITIL 8050
- Pricing is based on class size, and per student. Class sizes may range from 6 – 20 (larger requires special quote). Sample pricing: \$149 per student for a 12-student class, for a total of \$1,788 (plus any related travel expenses)
- For more on this and other Optimal Connections courses, contact us by calling 1-949-305-3544, or email service@optimalconnections.com.
- We will be happy to provide you with a special quote that will meet your needs

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