

ITIL® Awareness

Description:

This non-certificate course has been designed for IT and business executive and staff who need a brief overview and awareness of ITIL® concepts. This course structure is ideal for those who require a basic understanding of the ITIL best practice in a time-efficient manner. The ITIL® Awareness course introduces the basic concepts of ITIL® to the learner, with a focus on the Service Lifecycle approach to managing the design and delivery of IT services to the business. ITIL is globally recognized as the preferred guidance to manage and deliver IT services within an 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.

Audience

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.

At the end of this course, learners will be able 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).

Duration – 1 day