

ITIL® Service Management Awareness

Introduction

ITIL® Service Management Awareness course is a 1 day, instructor-led course providing a general introduction to IT Service Management. The focus is on key terminologies used, what the different service management processes are, and how implementing service management practices can benefit the business and IT in general.

Who Should Attend?

The ITIL® Awareness course is an overview and is intended for IT professionals responsible for developing, supporting, and operating application-based IT services.

Prerequisites

There are no prerequisites for this course.

Course Structure

The course consists of 1 day of instructor-led training with optional half-day workshop. There is no certification exam associated with this course.

Training Objectives

This course aims to provide a general introduction to IT Service Management and how it contributes to the IT and business objectives. The focus is on key terminologies used, what the different service management processes are, and how its implementation can impact the IT operations in general. This course is designed to provide the information and answers the questions executives have about ITIL®, such as business value, justification, tooling considerations, implementation sequence, and program management aspects.

The ITIL® Awareness course provides just the right level of information needed for IT operational staff and managers to appreciate ITIL® and understand how ITIL® implementation can aid in their organization's service management initiatives.

Course Outline

- Introduction to ITIL® Service Management
- The ITIL Service Lifecycle
- Processes and Roles in the Service Lifecycle Phases

Duration

1 day

Why Harmony for This Course?

Harmony trainers have years of experience in ITIL® and its implementation. We strive to ensure that the concepts are backed by real-world connections and critical insights that will help you chart your own path and achieve your ITIL® goals. Our experienced instructors have lived the subject matter and create meaningful, engaging interactions delivering value to you like no one else can.

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