



ITIL Foundation: Information Technology Infrastructure Library Seminar Outline

► Overview:

Information Technology Infrastructure Library is a globally recognized collection of Best Practices for information technology service management. It has been selected as rapidly becoming the internationally acceptable standard by providing a clear set of processes into which the IT Department and the prevailing internal service culture will integrate.

It was first established in response to the growing dependence on IT for meeting business needs and goals. ITIL is published in a series of five publications, each of which covers a specific stage of the IT service management lifecycle.

ITIL describes procedures, tasks, and checklists used by an organization for establishing a minimum level of competency through adopting appropriate, quality driven, efficient practices, targeting scarce resources where they will be most cost-effective and matching budget cycles more consistently; higher quality services can be delivered within the same budgetary constraints. The outcome of this is the provision of IT Services which provide a high level of customer satisfaction that is within current means.

► Objectives:

Detailed IT Infrastructure Library knowledge is essential to enforce the core concepts of ITIL Service Management and guidelines. IT Infrastructure Library course can help increase the knowledge base foundation certification, Service management course, ITSM foundation certificate, ISO20000 Service Quality Management essentials course, Control Objectives for Information and Related Technology (COBIT) course and ITIL best practices course.

It helps in managing risk and maintaining performance effectiveness and efficiency by:

- Reducing IT costs
- Improving IT services through the use of proven Best Practice processes
- Improving customer satisfaction through a more professional approach to service delivery
- Setting standards and guidance
- Improving productivity
- Improving the effective use of skills and experience
- Improving the delivery of third-party services, through the specification of ITIL as the standard for service delivery in services procurements.

► Possible Attendance:

ITIL or Information Technology Infrastructure Library is a program that is used worldwide to help manage the IT service. This seminar is for:

- Individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization

- IT professionals who are working within an organization that has adopted and adapted ITIL and who need to be informed about, and thereafter contribute to, an ongoing service improvement program
- Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite.

This may include, but is not limited to, IT professionals, business managers and business process owners.

► **Structure:**

18 hours to be carried out over 3 days including presentation, workshop, valuable supporting documents, soft & hard templates.

A three day seminar intended to provide knowledge of the ITIL terminology, structure, and basic concepts and comprehension of the core principles of ITIL practices for service management.

This seminar will give guidelines for the ITIL exams.

► **Contents:**

The course will cover:

- Service management as a practice
To help attendants define the concept of a service and comprehend and explain the concept of service management as a practice.
- The ITIL service lifecycle
To help attendants understand the value of the ITIL service lifecycle, how the processes integrate with each other throughout the lifecycle, and explain the objectives, scope and business value for each phase in the lifecycle.
- Generic concepts and definitions
The purpose of this unit is to help attendants to define some of the key terminology and explain the key concepts of service management.
- Key principles and models
To help the attendants comprehend and account for the key principles and models of service management, service strategy, service design and continual service improvement and to balance some of the opposing forces within service management.
- Processes
To help attendants understand how the service management processes within service strategy, service design, service transition, service operation and continual service improvement contribute to the ITIL service lifecycle
To explain the high-level objectives, scope, basic concepts, activities and challenges for four of the core processes
To state the objectives and some of the basic concepts for eighteen of the remaining processes including how they relate to each other.

- **Functions**
To help attendants explain the role, objectives and organizational structures of the service desk function, and to state the role, objectives and overlap of technical management, application management and IT operations management.
- **Roles**
To help attendants account for, and to be aware of, the responsibilities of some of the key roles in service management.
Specific roles covered are process owner, process manager, process practitioner, service owner
- **Technology and architecture**
To help attendants understand how service automation assists with integrating service management processes
- **Competence and training**
This unit will provide the candidate with an overview of competence and skills for service management, competence and skills frameworks and training.

Throughout the seminar there will be opportunities for questions, and where appropriate, case studies will be introduced.