Tytuł szkolenia: ITIL Service Management Awareness

Kod szkolenia: HF412S

Wprowadzenie

This 1-day course provides an introduction to **IT Service Management**. The course gives a general overview of the ITSM lifecycle, based on the 2011 edition of the **IT Infrastructure Library (ITIL)**. It is ideal for staff who might be involved in the periphery of IT Service Management, or those who are new to the topic, needing a broad, brief introduction, and understanding of the benefits to be gained from implementing Service Management.

Adresaci szkolenia

• The course is suitable for relatively large numbers and might be used to engender an initial understanding of IT Service Management amongst groups of implementation or project staff.
• The course may also be of value to managers wishing to obtain a broad, yet focused overview of IT Service Management—the course can be tailored to address any particular concerns.
Prerequisites:
Basic IT knowledge would be helpful but not essential.

Cel szkolenia

• Gain a high-level understanding of the objectives and scope of IT Service Management, as described by ITIL.
• Understand the benefits of using a Service Management approach to improve the way in which services are delivered.

Czas i forma szkolenia

- 7 godzin (1 dni x 7 godzin), w tym wykłady i warsztaty praktyczne.

Plan szkolenia

Course introduction
Introduction to ITIL
Service Management as a practice
Service lifecycle stages
   a. Service strategy
   b. Service design
   c. Service transition
   d. Service operation
   e. Continual service improvement
Technology and Architecture
Conclusion
   a. Summary of lessons learned
   b. Where do I go from here?