

**Course:**

# **ITIL Best Practices for IT Service Management (Foundation ITIL)**

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Duration: 3 Days (9:00 – 16:00)

**Course Description:**

ITIL (IT Infrastructure Library) are best practices for IT Service Management. This course will guide you more on “How to align IT with Business” aspects and How to properly prioritize IT tasks. This course also helps you to understand the component of service management and will make your organization be more productive, increase customer satisfaction and save money in long term. This course will also introduce you to the concept of IT Service Management (ITSM) via IT Infrastructure Library (ITIL). You will study definition and inter-relation among the processes. The course will be interactive class among attendees and instructor. Exchanging real case experience will make easier for participants to use learning knowledge after the class.

**How you will benefit:**

- Identify fundamental processes involved in IT service management and how to integrate them into your business' IT services model
- Learn to move the reactive relationship between IT and users to a proactive relationship
- Understand the need for IT Service Management
- Help in optimizing investment on IT infrastructure and IT services  
Start the progress to a robust IT governance framework
- Understand the Key ITIL processes, relationships between various Service delivery processes, concepts, impacts, techniques, their benefits and challenges of implementation
- Understand the major deliverables, roles, tasks and responsibilities expected from service providers, clients, managers and staff
- Improve ability to recognize changing trends and to adapt quickly to new requirements and market developments to get the 'competitive edge'
- Enhance customer satisfaction from IT service delivery

**Who should attend:**

- This course provides comprehensive first-level training for anyone involved in provision, support, and delivery of IT Services.
- CIOs, CTOs, Business and Operations Heads who would like to use IT Service Excellence practices to increase the efficiency and effectiveness of their IT resources.
- Application, Project and Business Managers involved in IT
- System and Network Administrators, System Analyst, Senior System Developer
- Control, Compliance and Audit Managers
- Those who aspire to take the “Foundation Certificate in IT Service Management'

**Note:**

- Experience and knowledge of IT computing environments
- Instructional Method: Group Live

**What you will cover:**

- ITIL Introduction
- Service Lifecycle
  
- Service Strategy
  - Demand Management
  - Financial Management
  - Service Portfolio Mgmt
  
- Service Design
  - Service Catalog Management
  - Service Level Management
  - Capacity Management
  - Availability Management
  - Service Continuity Management
  
- Service Transition
  - Information Security Management
  - Supplier Management
  - Change Management
  - Service Asset and Configuration Management
  - Knowledge Management
  - Release and Deployment Management
  
- Service Operation
  - Event Management
  - Incident Management
  - Problem Management
  - Operation Management
  - Request Fulfillment
  
- Continual Service Improvement

## What is ITIL?

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### **Reduce IT Cost and Improve IT Service Level with World Class Best Practice in IT Service Management**

The Information Technology Infrastructure Library (ITIL) is fast becoming the worldwide, de facto standard for IT service management. ITIL can be defined as a set of best practices for managing the processes required to effectively manage the delivery of IT services and support. Each of the processes defined in ITIL is designed to drive a specific IT business function or discipline. Understanding the differences between- and the relationships among- these processes is an important first step in implementing ITIL.

IT Infrastructure Library is designed to simplify and standardize IT language in order to save time and resources when dealing with queries. It also sets in place process for dealing with all types of challenges the IT department faces from Change Management to Disaster Recovery to Help Desk Management to Service delivery and minimum service levels. It adds value by setting expectations and improving the delivery of IT support in accordance with business requirements.

Arriving in 2007, ITIL version 3.0 represents the first major change to ITIL for over 10 years. The content and structure of ITIL v3.0 will differ significantly from the current version 2.0. ITIL v3.0 will reflect the best of prior versions adding the latest in best practice service management. ITIL V3.0 also has a greater focus on business drivers and benefits.

### **Benefits of ITIL**

- Ensuring the quality of services delivered matches business expectations. Achieved by negotiating, agreeing, monitoring and reporting on service levels with the business. Expectation setting also has the effect of reducing short-notice requests for changes from the business.
- Changing the culture of the IT organization to that of a customer service focus that is priority-based and uses a process-driven approach leading to consistent and predictable levels of support rather than operating solely on technology expertise and relying on "heroic acts" and dedication by staff to deliver good service. Move from fire-fighting to control.
- Less duplication of work and hence improved efficiency and productivity of support staff. With ITIL everything that happens on the IT infrastructure is logged: resolutions to incidents and problems are documented and are re-used rather than needing to be solved repeatedly.
- Improved manageability of IT changes (hardware and software upgrades and new services as well as resolutions to problems) leading to less disruption caused by changes causing incidents and problems.
- Less reliance on key, members of IT staff from adopting a process-based approach and using a databases to capture knowledge. Small organizations are particularly susceptible to a key member of IT staff leaving.

For more information please visit:

[http://en.wikipedia.org/wiki/Information\\_Technology\\_Infrastructure\\_Library](http://en.wikipedia.org/wiki/Information_Technology_Infrastructure_Library)  
<https://www.best-management-practice.com/>