

## ITIL® for IT Management

Information Technology has become a critical factor for corporate success, not only for e-business and e-commerce companies, but for private and public enterprises in all industry sectors.

The often heavy investments needed for installing, operating and managing the IT infrastructure have become a serious issue, since IT service providers are facing tight constraints regarding human resources and budgets.

The challenges, therefore, facing the timely provision of high quality IT services required to underpin the company's business objectives, can be overcome through the implementation of de-facto best practice for managing IT services as embodied in the Information Technology Infrastructure Library (ITIL®).

This 1-day course will familiarize you with the best practice ITIL® service management processes, and show you how implementation of ITIL® can lead to the provision of cost-effective high quality services that are aligned to the needs and priorities of the business.

### LEARNING OBJECTIVES

Participants will gain practical skills to:

- Recognize the essence of ITIL® and ITIL® books.
- Understand the requirements and approach for the implementation of ITIL® IT service management.
- Appreciate the goals and objectives of ITIL® service management processes.
- Become familiar with the activities of ITIL® service management processes.
- Identify the generic benefits and possible problems for ITIL® implementation.
- Determine how ITIL® can be justified to business management.

### WHO SHOULD ATTEND

The ITIL® for IT Management course is suitable for individuals who are:

- Chief Information Officers, IT Directors, GM IT and Operations and IT Managers.
- IT Operations Managers, IT Process Managers and IT Senior Consultants.
- Service Support and Delivery Managers.
- Business Managers interested in IT performance.

### PREREQUISITE

There is no prerequisite for this course. It functions as a stand-alone course.

### MATERIALS

You will receive a course binder containing copies of presentation slides, exercises, and suggested solutions.

### WHAT YOU WILL LEARN

Introduction to Information Technology Infrastructure Library (ITIL®)

Approach to ITIL® IT Service Management

Service Support and Delivery Processes

Implementation requirements and approach

Justifying ITIL® to Business Management

### RELATED COURSES OF INTEREST

- IT Service Management Foundation