

ITIL 4 Awareness for Decision Makers

Course Summary

Description

A one-day session for Executives, Senior Management and “decision makers” who need an in-depth understanding of the values associated with service improvement initiatives based on the ITIL® best practice, and require a greater awareness of IT Service Management.

This course is designed and developed to introduce Executives and senior management to the ITIL® best practice, and how it can initiate, improve or enhance internal organizational common understanding. Among other benefits, the introduction will describe the ITIL® Service Value System approach to accomplishing the following:

- Alignment of business requirements and IT capabilities
- Improve the relationship of IT processes across the organization
- Improve IT service quality across the organization
- Achieve efficient and effective delivery and support of IT services
- Improve cost efficiency and enhanced resource utilization
- Increase customer / user satisfaction
- Enhance the customer and user relationship with the IT organization
- Understand the roles and responsibility of senior management and the IT service culture
- Understand how the ITIL® best practice is complementary to other popular IT best practices
- Recognize the critical success factors in the implementation of Best Practice

The program will provide Executives and Senior Management with the training to enhance their understanding of the ITIL® 4 best practice and expose its numerous benefits to an organization.

Program Material

- A digital copy of the instructor’s presentation will be distributed to the participants

Topics

- The origins and evolution of ITIL®
- A few important concepts and definitions
- ITIL® Service Value System
- The Four Dimensions of Service Management
- The ITIL® Management Practices
- Critical success factors in the implementation of ITIL® best practices
- ITIL® training / education and documentation

Audience

This program is for Executives and Senior Management who:

- Need to understand the value associated with service improvement initiatives based on the ITIL® Service Value System
- Are working in any aspect of IT Service Management
- Need a greater awareness of IT Service Management best practices
- Are implementing or would like to implement one or more of the ITIL® Service Management based practices, in an IT environment
- Need to understand how ITIL® complements other popular IT best practices
- Intend to acquire knowledge of the ITIL® 4 framework

Prerequisites

No prerequisite required for this program. There is no certification exam associated with this course

Duration

One day