

ITIL® Awareness for Project Managers

Course Summary

Description

Effective Service Management requires a unique set of best practices knowledge combining the capabilities of ITIL® and Project Management (PMBOK®) guidance. This program enables your understanding of this unique knowledge and dependency among ITIL® and Project Management. The combined capabilities of ITIL® and Project Management, and the clear understanding of key knowledge areas, activities of both frameworks and how they collaborate and correlate are critical success factors to ITSM program implementation.

Objectives

At the end of this course, students will be able to:

- Recognize the key concepts and principles of IT Service Management (ITSM)
- Understand the ITIL® V3 Service Lifecycle Framework and its related processes and functions
- Recognize the value of ITIL® V3 to the business and the IT organization
- Understand the dependencies between ITIL® and Project Management
- Understand the combined capabilities of ITIL® and Project Management

Topics

- IT Service Management and the ITIL® Framework
- ITIL® and Project Management Dependencies
- Implementing a Service Management Practice
- ITIL® Certifications demystified

Audience

Project Managers interested in understanding the content and concepts of the new ITIL® V3 and its relationship with Project Management based on PMBOK®. The following additional roles may also be interested in this training program:

- Executives and key stakeholders
- Process Owners and Managers
- Senior technical and operational staff
- IT professionals and Consultants
- IT customers

Prerequisites

Students should have basic Project Management knowledge.

Duration

One day

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Course Outline

I. IT Service Management and the ITIL® Framework

- A. What is Service Management?
- B. What is ITIL®?
 - 1. The ITIL® Service Management Lifecycle

II. ITIL® and Project Management Dependencies

- A. Combined Capabilities
- B. Processes relationship
- C. Common Critical success factors

III. Implementing a Service Management Practice

- A. Project Management Office
- B. The Six Steps of Continual Service Improvement
- C. Using ITIL® and Project Management® guidance

IV. ITIL® Certifications demystified