

ITIL 2011 Awareness for Decision Makers

Course Summary

Description

A half-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 Service Lifecycle Framework, and require a greater awareness of IT Service Management best practices.

This course is designed and developed to introduce Executives and senior management to the ITIL Framework, and how it can initiate, improve or enhance internal organizational common understanding. Among other benefits, the introduction will describe the ITIL service lifecycle Framework 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
- Recognize the critical success factors in the implementation of Best Practice

Objectives

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

Topics

- Introduction to ITSM and ITIL service lifecycle models
- Overview of ISO/IEC 20000 international standard for Service Management
- The ITIL approach to IT Service Management in achieving business objectives
- ITIL Implementation requirements and benefits
- ITIL Understanding how ITSM and ITIL can help to achieve ROI

Audience

This program is for Executives and Senior Management who:

- Need to understand the value associated with service improvement initiatives based in the ITIL lifecycle model and Framework
- 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 processes, in an IT environment

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Course Summary (cont'd)

- Intend to acquire knowledge of the ITIL 2011 framework
- Have started the implementation of processes based on earlier version of ITIL and want to know how the new version will affect their initiative
- Are IT customers and require an understanding of how service support and delivery are best achieved and/or improved

Prerequisites

There are no prerequisites for this program.

Duration

One half day

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