

# Understanding the ITIL Lifecycles

## Course Overview

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**This is a half-day class**

This Tech Focus provides a high-level overview of IT Service Management and IT Service Management Best Practices based on ITIL® version 3 (v3). Participants will gain a high level understanding of the main principles, core elements and benefits of the Service Lifecycle approach.

## Who Should Attend

Service Desk/Help Desk staff; IT managers and IT staff

## Course Objectives

Please refer to our Course Overview section

## Course Outline

### 1 Course Introduction

### 2 Introduction to ITIL

ITIL basics  
The Service lifecycle

### 3 Service Strategy

Basic Concepts of the Service Strategy Phase

### 4 Service Design

Basic Concepts of Service Design

### 5 Service Transition

Basic Concepts of Service Transition

### 6 Service Operation

Basic Concepts of Service Operation

### 7 Continual Service Improvement

Purpose, Objectives, and Scope of CSI

### 8 Next steps