

Understanding the ITIL Lifecycles

Course Overview

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.

This is a half-day class

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