

ITSM V3 Introduction Workshop

Course Description

This one- or two-day IT Service Management (ITSM) Introduction workshop provides an overview of the ITSM Lifecycle good practice processes and functions as presented in the IT Infrastructure Library (ITIL)[®]. This workshop presents the lifecycle and works to foster discussion with your team towards the goal of introducing them to ITIL and identifying how your organization can begin to achieve a service culture and increase the value of IT to the business.

Course Outline

- What is IT Service Management?
- What is the IT Infrastructure Library?
- ITIL Service Lifecycle Processes & Functions

Service Strategy

- Strategy Generation
- Portfolio Management
- Demand Management
- Financial Management

Service Operations

- The Service Desk
- Incident Management
- Problem Management
- Event Management
- Request Fulfillment
- Access Management
- IT Operations Management
- Technical Management
- Application Management

Continual Service Improvement

- Benefits & Challenges

Service Design

- Service Level Management
- Service Catalog Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

Service Transition

- Transition Planning and Support
- Change Management
- Release and Deployment Management
- Service Asset and Configuration Management
- Service Validation and Testing
- Evaluation
- Knowledge Management

Who Should Attend

Senior IT and business executives, IT management and staff, consultants, project managers and others interested in learning about IT Service Management.

Reference Material

Each student will receive an overview summary of the Service Lifecycle process & functions, as well as a read-only copy of the slides.

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