

ITIL One Day Overview

Duration: 1 Day · **Training format:** Virtual Classroom / Online

Description

The ITIL Framework is a source of good practice in service management. ITIL is used by organisations world-wide to establish and improve capabilities in service management. Service Management is a set of specialised organisational capabilities for providing value to customers in the form of services. The capabilities take the form of functions and processes for managing services over a lifecycle, with specialisations in strategy, design, transition, operation, and continual improvement. The capabilities represent a service organisation's capacity, competency, and confidence for action. The act of transforming resources into valuable services is at the core of service management. Without these capabilities, a service organisation is merely a bundle of resources that by itself has relatively low intrinsic value for customers.

This course provides an introduction to the subject of Service Management and familiarises delegates with the five core volumes which comprise ITIL.

Core Volumes

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Coverage of these volumes will include a brief outline of the relevant processes, functions and roles and responsibilities.

Audience

This course is aimed at all levels of IT professionals, Customers, and Users involved in the provision or receipt of IT Services.

Outline

Service Strategy Overview

Service Design Overview

Service Transition Overview

Service Operation Overview

Continual Service Improvement Overview