



DEEP CREEK CENTER

Delivering Results

ITIL FOUNDATIONS WORKSHOP

DURATION

2 Days/Lecture & Lab

SUMMARY

Students will gain knowledge of the IT Infrastructure Library, specifically two components known as "ITIL Service Support" and "ITIL Service Delivery". Discussion will focus on the best practices presented by this framework through a comprehensive discussion of the material illustrated with case studies and instructor-led group exercises.

AUDIENCE

This class is applicable to anyone involved in the management or day-to-day practice of Service Management, in-house or outsourced, as well as anyone defining new processes or refining existing processes. Business managers will find the course helpful in understanding and establishing best practice IT services and support

PREREQUISITES

There are no formal prerequisites.