



ITIL® V3 ORIENTATION EXECUTIVE OVERVIEW

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COURSE DESCRIPTION

This ½ or 1 day hands on training course is an inexpensive and effective way to introduce an Executive management team to the concepts, relationships and benefits of an IT Service Management program using well accepted IT frameworks, methods and standards.

The ½ day "Introduction" course introduces the attendee to IT Service Management Lifecycle and how the ITSM processes contribute to building a quality IT infrastructure.

The 1 day "Exploring IT Service Management" discusses IT Service Management and its contribution to demonstrable IT service value, and introduces the attendee to the IT Service Management process objectives, activities, relationships, benefits and critical success factors.

COURSE OUTLINE

Curriculum:	Duration:	
	½ day	1 day
ITSM Concepts	X	X
ITIL V3 Concepts	X	X
Service Strategy	X	X
Service Design	X	X
Service Transition	X	X
Service Operations	X	X
Service Improvement	X	X

WHO SHOULD ATTEND

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

PREREQUISITES

None.

EXAM

None.

REFERENCE MATERIAL

Each student will receive a workbook. Other ITSM-related study material and books are available for purchase prior to, or during, the class.

CREDITS EARNED

0 ITIL Expert Credits

3 PDU Credits

Program Accredited By 

ITIL® courses are offered through itSM Solutions LLC, which is an accredited training provider.