

# ITIL® 2011 Edition Courses

## ITIL® 2011 Edition Overview (4 Hour non-certified)

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- ❖ Introduction to Service Management
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- ❖ The Service Lifecycle
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- ❖ Continual Service Improvement
- ❖ Summation & Review

#### *What You'll Learn*

- Aligning ITSM with business needs
- Value of Service Process
- Value to the business
- Measurements
- Challenges
- Critical Success Factors
- Risks

#### Types of Classes offered:

- At your Site Training/Provide a Site Training
- Virtual Courses
- Customized Courses

This course provides an overview of the ITIL® 2011 Edition framework, its concepts and benefits.

#### *Audience*

Those individuals or groups who want an overview of the ITIL® 2011 Edition framework and its related processes

#### *Prerequisite*

None



Bag-O-Wolf Corporation

Telephone 678-272-7065

E-Mail: [ITILTraining@bayowolf.com](mailto:ITILTraining@bayowolf.com)

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# ITIL® 2011 Edition Courses

ITIL® 2011 Edition Overview (4-hour)

*The Overview course provides the concepts, terms and benefits of the ITIL® 2011 Edition Framework and the Service Management Lifecycle*

## ITIL® 2011 Edition Courses offered:

- Foundation
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- SOA (Service Offerings & Agreements)
- RCV (Release, Control & Validation)
- PPO (Planning, Prioritization & Optimization)
- OSA (Operational Support Analysis)
- MALC (Managing Across the Lifecycle Certificate)

### Introduction to Service

#### Management

- What is a Service
- What is Service Management
- Managing Systems vs. Managing Services
- Customers & Stakeholders
- Service Providers

### Introduction to ITIL® 2011 Edition

- History of ITIL®
- Accreditation Schema
- ITIL & Standards

### The Service Lifecycle

- The Stages of the Service Lifecycle
- Utility & Warranty
- Value to Business
- Benefits for Service Providers

### Service Strategy

- Purpose/Objectives
- Value to Business
- Processes

### Service Strategy (Continued)

- Measurements
- Challenges, CSFs & Risks

### Service Design

- Purpose/Objectives
- Value to Business
- Processes
- Measurements
- Challenges, CSFs & Risks

### Service Transition

- Purpose/Objectives
- Value to Business
- Processes
- Measurements
- Challenges, CSFs & Risks

### Service Operation

- Purpose/Objectives
- Value to Business
- Processes
- Measurements
- Challenges, CSFs & Risks

### Continual Service Improvement

- Purpose/Objectives
- Value to Business
- Processes
- Measurements
- Challenges, CSFs & Risks

### Summation & Review

*Providing dedicated trainers for ITIL® 2011 Edition framework students!*