

ITIL® 2011 Edition Courses

ITIL® 2011 Edition Overview (2 Hour non-certified)

Contents

- ❖ Introduction to Service Management
- ❖ Introduction to ITIL® 2011 Edition
- ❖ The Service Lifecycle
- ❖ Service Strategy
- ❖ Service Design
- ❖ Service Transition
- ❖ Service Operation
- ❖ 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

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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 Design

Purpose/Objectives
Value to Business
Processes

Service Transition

Purpose/Objectives
Value to Business
Processes

Service Operation

Purpose/Objectives
Value to Business
Processes

Continual Service Improvement

Purpose/Objectives
Value to Business
Processes
Measurements

Summation & Review

Providing dedicated trainers for ITIL® 2011 Edition framework students!