

ITIL^{®†} 2011 Edition Overview

Achievement of quality IT service provision based on the implementation of best practice as specified in the IT Infrastructure Library (ITIL) is a goal of many organisations worldwide. However, success in this endeavour requires both vision and commitment from management and support from all staff within the IT organisation.

This 1-day ITIL Overview explains the benefits of establishing an IT Service organisation based on clearly defined processes and responsibilities and explains in outline the ITIL Service Lifecycle approach.

This course is designed for all staff working in IT Service Management. For management, it can be used to promote the benefits of using the ITIL approach. For other staff, including technical support, project management, applications development and service desk analysts, this course can be used as the initial stage of an awareness programme to provide an understanding of the importance of an integrated approach to IT Service Management.

Course Objectives

On successful completion of the course delegates will be able to:

- Describe and use ITIL 2011 Edition terminology.
- Gain an outline understanding of the ITIL Service Lifecycle, the ITIL processes, functions and the dependencies between them that are essential to the provision of effective and efficient IT Services that are integrated with Business processes.
- Identify the benefits that ITIL can offer and the approach to service improvement

Course Topics

- Introduction to IT Service Management and ITIL 2011 Edition
 - Market trends in IT service provision
 - What is ITIL 2011 Edition?
 - ITIL 2011 Edition Lifecycle Approach
 - ITIL 2011 Edition Processes
 - ITIL 2011 Edition Functions
 - ITSM and ITIL 2011 Edition
- Service Strategy
 - Design, development and implementation of service management as an organisational capability and a strategic asset
- Service Design
 - The design and development of services and service management processes. Design principles and methods for converting strategic objectives into portfolios of services and service assets.
- Service Transition
 - Development and improvement of capabilities for transitioning new and changed services into operation
- Service Operation
 - The practices in the day-to-day management of service operations
- Continual Service Improvement
 - Creating and maintaining value for customers through better design, introduction, and operation of services
- Benefits of ITIL
- Approach to Implementation of ITIL
- ITIL 2011 Edition Qualifications

Course Agenda

Day 1: 09:00 – 17:00 Lunch: 45 minutes

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Course Materials

Each delegate will be supplied with a course handout containing copies of the presentation slides.

Course Presenter

Dr Geoff Harmer is the Director of Maat Consulting Ltd, an independent provider of education and consultancy on best practices for IT Service Management. He has over 29 year's experience of training and consulting in the IT industry and holds Chartered Engineer (CEng), Chartered Information Technology Professional (CITP) and Certified in the Governance of Enterprise IT (CGEIT) status. He is a Fellow of the British Computer Society (FBCS). He is an accredited lecturer for ITIL with the Information Systems Examination Board (ISEB), for COBIT with ISACA, for ISO/IEC 20000 with APMG. He holds an ISO/IEC 20000 Consultant Certificate and a PRINCE2 Practitioner certificate. He has been an Associate Lecturer in Technology with the UK Open University since 2000.

After gaining a PhD in neutron physics and conducting scientific research in optical design, he worked for a major computer vendor and several consultancy houses specialising in IT strategy and IT service management for 23 years before setting up Maat Consulting in 2004. He specialises in communicating and developing ideas and approaches around standards and frameworks for information technology through courses, workshops, public lectures and consultancy.