



# ITIL Executive Overview

Course ID#: 1095-500-ZZ-W

7 Hrs

## Course Content

### Course Description:

This high level overview 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. 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:

Windows Basic

### Topics:

#### Chapter 1: Introduction

- General Business
- Information Services Items
- The changing world of technology
- The need to practice/ standard model to aid in addressing these challenges
- ITIL-Benefits
- ITIL- Pitfalls

#### Chapter 2: ITIL® v3 and The Service Lifecycle

- Overview of ITIL
- The Service Lifecycle (WHAT is it) with the
- Focus on the lifecycle phases
- Concepts and definitions

#### Chapter 3: ITIL and IT Service Management

- Address the concept of IT Service Management
- IT Service Management (HOW is it used).

#### Chapter 4: Implementation: Challenges and tips

- Implementation
- challenges
- Tips
- General experiences

#### Chapter 5: Other Methodologies

- Additional publications
- Methods

#### Lab 1: Wrap-Up

#### Lab 2: Exercises

#### Lab 3: Forms