
ITIL® Awareness for Project Managers – 1 Day

Program Overview

Effective Service Management requires a unique set of best practices knowledge combining the capabilities of ITIL® and Project Management (PMBOK®) guidance. This program enables your understanding of this unique knowledge and dependency among ITIL® and Project Management.

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2, to focusing on the Full Service Lifecycle Management under version 3. In addition to the benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes on the provision of guidance for the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

The Project Management Body of Knowledge (PMBOK®) constitutes the official Project Management Institute PMI® guidance and is used to define the minimum knowledge an individual must possess to be considered a candidate for the Project Management Professional (PMP®) accreditation.

The combined capabilities of ITIL® and Project Management, and the clear understanding of key knowledge areas, activities of both frameworks and how they collaborate and correlate are critical success factors to ITSM program implementation.

Duration

One day – Instructor-Led

Target Audience

Whether you are a project manager, a member of a PMO or Governance office, you will need to have the initial knowledge of both ITIL® and Project Management and their dependencies.

Project Managers interested in understanding the content and concepts of the new ITIL® V3 and its relationship with Project Management based on PMBOK®. The following additional roles may also be interested in this training program:

- Executives and key stakeholders
- Process Owners and Managers
- Senior technical and operational staff
- IT professionals and Consultants
- IT customers

Prerequisites

Basic Project Management knowledge

Course Objectives

Built on the guidance of ITIL® V3 and the PMBOK® participants will be able to:

- Recognize the key concepts and principles of IT Service Management (ITSM)
- Understand the ITIL® V3 Service Lifecycle Framework and its related processes and functions
- Recognize the value of ITIL® V3 to the business and the IT organization
- Understand the dependencies between ITIL® and Project Management
- Understand the combined capabilities of ITIL® and Project Management

Course Content

Working with both ITIL® and Project Management the course includes theory, discussions, and quizzes with relationship to:

- Part 1 - IT Service Management and the ITIL® Framework
 - What is Service Management?
 - What is ITIL®?
 - The ITIL® Service Management Lifecycle
- Part 2 - ITIL® and Project Management Dependencies
 - Combined Capabilities
 - Processes relationship
 - Common Critical success factors
- Part 3 - Implementing a Service Management Practice
 - Project Management Office
 - The Six Steps of Continual Service Improvement
 - Using ITIL® and Project Management® guidance
- Part 4 – ITIL® Certifications demystified

Program Material

This training program includes the following as reference documentation:

- Student material
- ITIL® overview pocket guide