
ITIL® 2011 Awareness for Decision Makers - .5 Days

Course Overview

A half-day session for Executives, Senior Management and “decision makers” who need an in-depth understanding of the values associated with service improvement initiatives based on the ITIL® Service Lifecycle Framework, and require a greater awareness of IT Service Management best practices.

This course is designed and developed to introduce Executives and senior management to the ITIL® Framework, and how it can initiate, improve or enhance internal organizational common understanding. Among other benefits, the introduction will describe the ITIL® service lifecycle Framework approach to accomplishing the following:

- Alignment of business requirements and IT capabilities
- Improve the relationship of IT processes across the organization
- Improve IT service quality across the organization
- Achieve efficient and effective delivery and support of IT services
- Improve cost efficiency and enhanced resource utilization
- Increase customer / user satisfaction
- Enhance the customer and user relationship with the IT organization
- Understand the roles and responsibility of senior management and the IT service culture
- Recognize the critical success factors in the implementation of Best Practice

Duration

Half day

Delivery Methods

- Instructor led Classroom environment
- Virtual Web-based

Audience

This program is for Executives and Senior Management who:

- Need to understand the value associated with service improvement initiatives based in the ITIL® lifecycle model and Framework
- Are working in any aspect of IT Service Management
- Need a greater awareness of IT Service Management best practices
- Are implementing or would like to implement one or more of the ITIL® Service Management based processes, in an IT environment
- Intend to acquire knowledge of the ITIL® 2011 framework
- Have started the implementation of processes based on earlier version of ITIL® and want to know how the new version will affect their initiative

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- Are IT customers and require an understanding of how service support and delivery are best achieved and/or improved

Prerequisites

- No prerequisite required for this program

Program Objectives

The program will provide Executives and Senior Management with the training to enhance their understanding of the ITIL® framework and expose its numerous benefits to an organization.

Program Contents

The ITIL Executive Overview Course includes:

- Introduction to ITSM and ITIL® service lifecycle models
- Overview of ISO/IEC 20000 international standard for Service Management
- The ITIL® approach to IT Service Management in achieving business objectives
- ITIL® Implementation requirements and benefits
- ITIL® Understanding how ITSM and ITIL® can help to achieve ROI

Program Material (handout)

- A printed copy of the instructor's presentation will be distributed to the participants.