

ITIL® V3 Awareness (e-Learning) 4 hours

Course Overview

ITIL V3® Awareness is developed for those who would like to know about ITIL®, in general. Awareness will help individuals and businesses realize their options in terms of expanding businesses, enhancing knowledge, organizational management as well as for improvements. Awareness can eventually make people understand the importance and the need for ITIL® in their businesses.

This ITIL® V3 Awareness e-Learning provides an effective and flexible learning environment for anyone interested in understanding the principles and core elements of the service-oriented approach to IT Service Management according to the ITIL® best practice framework. The courseware combines the flexibility of learning in self-paced and anytime-anywhere environment.

Our course combines the best of online interactivity, and engaging course design by employing sound instructional strategy and multimedia elements, to provide an easy way for course participants to know about ITIL®, and eventually realize the need to gain ITIL® V3 Foundation certification.

Duration

This is a 4-hour flexible and self-paced learning courseware, where participants, upon registration are given a 6-month timeframe to learn at their own time and pace.

System Requirements

- Broadband Internet connection: 512KB and above
- Computer - Pentium IV 1.1 GHz, 512 MB of RAM and above with multimedia sound card
- Internet Explorer 5 and above (cookies enabled and pop-up blocker disabled recommended)
- Macromedia Flash Player 7.0 and above
- Compatible speakers and/or headset

Audience

This ITIL® V3 Awareness e-Learning course is specifically designed for organizations with employees, as well as individuals, who prefer to learn at their own pace at anytime and anywhere. The target groups include managers and staff of IT service centers i.e. computer centers, help desks as well as application and project managers; business managers; and managers who are interested in acquiring the basic knowledge on ITIL® best practices.

Prerequisites

- There is no mandatory prerequisites, although experience in IT or related fields is recommended.

Program Objectives

- Introduce the ITIL® best practice framework.
- Introduce the role of ITIL® Service Management (ITSM) in the business environment.
- Introduce the key concepts related to each of the service lifecycles.

Program Contents

The courseware is based on principles detailed out in the IT Service Management book. Our ITIL® V3 Awareness e-Learning course is developed based on accredited materials. The course consists of 5 modules and includes learning-friendly features like Journals, Glossary and Study Notes. The course outlines includes the introduction of:

1. Service Strategy

- Service Portfolio Management
- Demand Management

2. Service Design

- Service Level Management
- Service Catalogue Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

3. Service Transition

- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Knowledge Management

4. Service Operation

- Service Desk
- Event Management

- Incident Management
- Request Fulfillment
- Access Management
- Problem Management
- Technical Management and Applications Management
- IT Operations Management
- Overlap of Functions

5. Continual Service Improvement

- Models and Processes
- Activities