



IBERTEK
BUSINESS SOLUTIONS

ITIL Awareness

Training Prospectus

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Introduction

Ibertek recognise the importance of the right advice and support for our customers. We pride ourselves in providing top quality Training and Consultancy. Ibertek promote business awareness of industry best practice.

Our training courses are available to all our customers. Classes are kept small enabling a friendly and relaxed atmosphere. Our training program focuses on quality awareness, improving customer service levels and enhancing the service delivery skills of your personnel.



Course: ITIL Awareness Course

One-day course (public or customer-specific on-site)

Objectives

The IT infrastructure Library (ITIL) is now the world de facto standard for best practice framework for everyone working in the IT environment. This course provides insight into the ITIL framework, its concepts, and associated vocabulary. This introductory course demonstrates the added value of utilising best practices, specifically focused on the creation of stable and high-quality provisioning of IT services. It also outlines how ITIL can become a driver for change and continuous service improvement.

Who should attend?

This course is aimed at IT and business professionals who desire an overview of all aspects of ITSM and an introduction to ITIL basic concepts.

Overview

This is an instructor led course with discussions based around your current processes and benefits of adopting and applying ITIL Best Practice.

Course Outline

Introduction to ITIL

- § ITIL Overview - includes definitions and disciplines
- § Best Practice Considerations
- § What implementing ITIL can mean for your organisation
- § Quick wins

ITIL Service Support Processes (Main Objectives, Benefits and associated problems)

- § Service Desk function
- § Incident Management
- § Problem Management
- § Change Management
- § Release Management
- § Configuration Management



ITIL Service Delivery Processes (Summary Overview)

- § Service Level Management
- § Availability Management
- § Capacity Management
- § Financial Management
- § IT Service Continuity Management

SDE Demo - highlighting the benefits and gains from the use of Service Desk Express toolset

Training Documentation

Delegates will receive comprehensive training handouts.

Following On

Delegates may consider:

- ISEB/ITIL Foundation Course in IT Service Management

What's included?

Refreshments

To enquire about this course, or to make a booking, email training@ibertek.com or telephone 01344742835 and speak to your Account Manager.