

**Duration 1 Day**

## OVERVIEW



The ITIL Executive Overview Workshop provides a 1 day summary of the Information Technology Infrastructure Library (ITIL) framework.

ITIL, the Information Technology Infrastructure Library, is the most widely accepted IT-process management framework in the world. It has been accepted as the de facto standard for managing IT organisations. ITIL describes the processes required for managing an IT infrastructure efficiently and effectively in order to guarantee the service levels agreed upon by the IT organisation and its customers.

## WORKSHOP OBJECTIVE

This workshop is specifically designed for IT executives, managers, project managers and practitioners wanting to gain a high level knowledge of IT Service Management Best Practice and how this foundation supports successful delivery of organisational projects.

Participants will develop a high level understanding of the ITIL process model and how the processes interrelate.

## CORE SERVICE SETS

This Workshop is based upon ITIL's 2 Core Service Sets; Service Support & Service Delivery. These 2 core sets are made up of 11 disciplines, listed below:

### Service Support

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

### Service Delivery

- Service Level Management
- IT Service Continuity Management
- Financial Management for IT Services
- Availability Management
- Capacity Management

## BENEFITS

Using the ITIL framework in an IT organisation provides the following benefits:

- Establishment of common terminology
- Consistency in the delivery of services
- Understanding of the business dependencies which influence IT service delivery
- A business understanding within the IT organisation

## DELIVERY

All workshops may be conducted onsite or at our premises, with experienced facilitators providing group and/or individual instruction.

The ITSMF ITIL overview publication will be provided for each participant.

## 7 PROFESSIONAL DEVELOPMENT UNITS (PDUs) AWARDED



PM-Partners is a Global PMI (Project Management Institute) Registered Education Provider.

Participants who have been awarded the Project Management Professional Certification (PMP®) by the Project Management Institute are eligible to earn 7 PDUs for their participation in this workshop.

## CERTIFICATION

For ITIL Certification please refer to our 3 day ITIL Foundation Certificate Workshop.