

DURATION: 1 day

CODE: SOL/SS/IFWCS

COURSE DELIVERY

Classroom or Virtual Classroom

REFERENCE MATERIALS

Additional reference materials are not required for this course

PREREQUISITES

There are no pre-requisites for this course, Experience in IT management is an advantage.

CREDITS

Project Management Institute – Professional Development Units (PDUs) = 7

TARGET AUDIENCE

IT Professionals, IT Support Staff, Application, Project and Business Managers, Any member of an IT team involved in the delivery Of IT Services.

ITIL AWARENESS

COURSE DESCRIPTION

The ITIL® Awareness workshop provides a high level overview of IT Service. Management and IT Service Management Best Practices based on ITIL. Participants will learn the principles, core elements and benefits of the Service Lifecycle approach To IT Service Management according to ITIL. This course can be given as a lecture only Or with the Wall Street Service Management simulation experience (classroom only). The Wall Street simulation is Quints unique approach to enhancing the Service Lifecycle learning experience in that it allows the students to experience for themselves How Service Management can be of benefit to an organization.

COURSE AND LEARNING OBJECTIVES

- Gain a basic understanding of the main processes, relationships, benefits and Challenges of ITIL
- Gain insight into the holistic Service Lifecycle approach that forms the core of ITIL
- Understand how these processes contribute to making an IT organization Manageable

COURSE APPROACH

Participants will learn the principles and core elements of the Service Lifecycle Approach to IT Service Management according to ITIL®. An interactive approach is used combining lecture and discussion. The Wall Street simulation is optional for the Full day instructor led course.

The workshop can be delivered as either a half day or one day session and can involve

An initial customer intake to increase the situational awareness of the instructor.

The following topics are addressed in this awareness session:

- ITIL® and the Service Lifecycle
- ITIL® and IT Service Management
- Implementation: Challenges and tips
- Other methodologies

COURSE STUDENT MATERIAL

Students will receive a class workbook containing all of the presentation materials and Course notes.