COURSE ABSTRACT

**Course Overview**

This three-hour course introduces the fourth version of the IT Infrastructure Library® (ITIL®) and its proven processes for successfully managing IT infrastructures. Participants gain awareness of ITIL methodologies, concepts, and terminology and become conversant in the business value of ITIL.

**Course Objectives**

- Introduce the IT Infrastructure Library (ITIL)
- Identify ITIL methodologies and basic concepts
- Identify ITIL terminology
- Define IT Service Management (ITSM)
- Identify the Service Lifecycle
- Identify the purpose of each phase in a lifecycle and corresponding ITIL processes
- Define the next steps toward increasing ITIL knowledge

**Course Overview**

**COURSE CODE**

» ITIL-3FAW-0100

**PRODUCT RELEASE**

» N/A

**DELIVERY METHOD**

» Web-Based Training (WBT)

**COURSE DURATION**

» 3 hours

**TARGET AUDIENCE**

» Individuals wanting an introduction to the IT Infrastructure Library

**COURSE ACTIVITIES**

» Simulation Exercise
» Module quiz

**DISCOUNT OPTIONS**

» Have multiple students? Contact us to discuss hosting a private class for your organization
» Contact us for additional information

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