



ITIL®: Awareness

COURSE ABSTRACT

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 **

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