

HP Education Services Course Description

ITIL V3 for Executives (HF411)



This ½-day ITIL (IT Infrastructure Library) overview for executives provides a general overview of the IT Service Management (ITSM) lifecycle based on Version 3 of the IT Infrastructure Library (ITIL), Service Management disciplines, the benefits and justification, and surrounding management issues.

Audience

This course is designed to be adaptable to fulfill the needs of two audiences:

- IT Executives, Senior IT Managers or Sales Executives who need to have a broad yet focused understanding of ITIL service management, but who do not have the time to devote to longer training sessions
- Executives, Senior IT Managers, other IT employees, or involved personnel whose organization is in the process of implementing ITIL and need a broad understanding of the processes, terminology and concepts of ITIL, but who do not have the time or need to devote to longer training sessions

Prerequisites

Basic IT knowledge would be helpful but not essential.

Course Objective

The ITIL Executive Overview seminar is an ideal tool for those who want to review the benefits of ITIL and get organizational buy-in or understand the basic concepts and terminology during an ongoing implementation. As a result of the seminar participants should be able to:

- Understand how Service Management can facilitate the alignment of IT process to business objectives
- Understand the ITIL Service Management model sufficiently to be able to discuss how it fits or could be adapted to their organization
- Make high-level go/no-go decisions
- Discuss options for next steps

Benefits to You

- Gain a basic understanding and benefits of ITIL Service Management in only half a day
- Gain support from all levels of management
- Gain the necessary knowledge to make better decisions

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- Comprehensive student materials
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Course Title: ITIL V3 for Executives

HP Product Number: HF411

Category/Subcategory: ITIL/ITSM

Course Length: 1/2 day

Level: Beginner

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: ITIL V3 Foundation for IT service management (HF421)

Detailed Course Outline

Introduction to ITIL

Service Management as a Practice

Service Lifecycle stages

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Technology and Architecture

Conclusion

- Where do we go from here?
- Hurdles and final thoughts

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