



# ITIL Awareness Training (V3)

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## Course Overview

**This one day introduction to ITIL V3 provides a basic understanding of the new ITIL framework, key concepts and vocabulary.** An overview of

ITIL best-practices is covered, focusing on the framework and the five Service Management Life Cycle stages. Upon completion, participants will have gained an understanding of IT Service Management, the latest ITIL framework, ITIL processes and functions, and how ITIL can be a driver for positive change and continual improvement in their organization.



Designed as a one day seminar, this course may be delivered on-site or at our training center.

## Who Should Attend

- Executives, managers, service support and service delivery personnel
- Anyone seeking to gain an "awareness" understanding of ITIL – key concepts, functions, processes and terminology

## What You Will Learn

- IT Service Management – what it is, and why it is so important for today's IT organization
- An understanding of the new ITIL V3 Services Management Life Cycle
- How ITIL V3 compares with ITIL V2
- A broad understanding of the latest V3 version of the IT Infrastructure Library – the five Life Cycle stages, as well as the processes and functions that make up the new ITIL framework
- Key Benefits of implementing ITIL V3 for an IT organization
- How ITIL can improve effectiveness and efficiency through best-practice processes and standardized functions
- Key ITIL terminology that will enable you to "talk ITIL" and communicate more effectively
- An awareness of the structure, processes and functions that are a part of the IT Service Management Life Cycle:
  - *Service Strategy* – How to position your IT strategy to align with business goals
  - *Service Design* – Transforming strategy into successful service design
  - *Service Transition* – Managing new or changed services, and preparing for deployment
  - *Service Operation* – Providing effective day-to-day support for on-going operations
  - *Continual Service Improvement* – A process for on-going process and service improvement
- Relationships between the Life Cycle stages, and the processes
- How ITIL can facilitate IT-Business alignment
- Issues surrounding ITIL implementation, how to avoid the pitfalls, and ensure success

## Course Details

- Pricing is on a “per class” basis – contact us for details and a quote!
- One day ITIL awareness training
- All participants are provided with a copy of itSMF’s ITIL Pocket Guide
- A 10% discount is provided for 4 or more participants from the same organization
- Dates: logon to [www.optimalconnections.com](http://www.optimalconnections.com) and check our Course Schedule.

## Registration

- To register for public ITIL classes, logon to [www.optimalconnections.com](http://www.optimalconnections.com) and click on ITIL Certification Training. To arrange for special on-site delivery, call +1 949-305-3544, or email [services@optimalconnections.com](mailto:services@optimalconnections.com).