



# ITIL Executive Overview

## Course Overview

**A half day executive overview of ITIL for managers and senior executives**, this course provides a high level, strategic overview of the important aspects of ITIL, its key concepts, and the vocabulary. Upon completion, participants will be able to appreciate how IT Service Management can facilitate the alignment of IT processes to business objectives, as well as discuss how to adapt the ITIL framework to their organization and options for next steps.

Designed as a ½ day seminar (8:30 AM -12 Noon or 1 PM -4:30 PM), this course may be delivered on-site or at our training center.



## Who Should Attend

- IT Managers
- CIOs
- Help Desk / Service Desk Managers
- Service Delivery Managers
- Anyone seeking to gain an understanding of ITIL

## What You Will Learn

- IT Service Management - an overview
- Basic functions and process of ITIL
- Overview of ITIL V3 verses V2
- Key Benefits of ITIL for an IT organization
- How ITIL can improve effectiveness and efficiency through best-practice processes
- Key ITIL terminology that will enable you to "talk ITIL"
- How ITIL can facilitate IT-Business alignment
- Issues surrounding ITIL implementation, how to avoid the pitfalls, and ensure success through a cycle of continuous improvement

## Course Details

- Pricing is on a "per class" basis – contact us for details and a quote
- ½ day executive seminar (morning or afternoon presentation)
- 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).