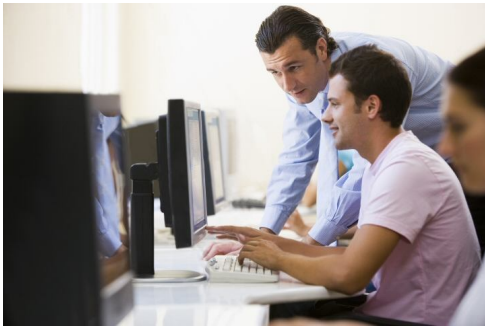


ITIL V3 Management Overview

Description: The *IT Infrastructure Library Overview* Briefing is a one-day presentation designed to impart a sound understanding to delegates of the main ITIL concepts and principles, the structure of the Library and the principal Library elements:

- ✧ Service Delivery.
- ✧ Service Support.

The twelve key disciplines of the Service Delivery and Service Support, including such topics as Service Desk processes, Incident Management and Service Level Agreements are examined in detail. The Briefing considers the relationships of the various disciplines and processes with others and how they collectively relate to wider IT and general business issues.



Audience: This Briefing is suitable for IT Managers and Directors, Operations Managers, and Project/Programme Managers.

All of these need a comprehensive view of the IT Infrastructure, the processes involved in managing the Infrastructure, and how this can be to the business benefit of the organisation.

As the de-facto World Standard description of these processes, knowledge of ITIL is becoming increasingly important for this audience.

Duration: One Day

ITIL V3 Management Overview

Objectives: On completion of this Briefing, delegates will:

- ✧ Know the motivation for ITIL, its sponsors and development history.
- ✧ Understand the structure of the Infrastructure Library and how to navigate it.
- ✧ Have an insight into how processes described in the Library map and can be applied to real-life business and IT operations.
- ✧ Understand the main relationships between the ITIL disciplines and how the processes interact both with themselves and the wider business.

Content: Background.

What is ITIL?
Motivation.
IT Infrastructure Library Contents.
Terminology.

Service Support

Service Desk.
Incident Management.
Problem Management.
Configuration Management.
Change Management.
Release Management.

Service Delivery

Capacity Management.
Financial Management for IT Services.
Availability Management.
Service-Level Management.
IT Service Continuity Management.
Security



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