

Schedule ITIL Introduction

1 Day Program: 9:00 – 17:00		
9:00	9:30	Welcome coffee Introduction of the participants & trainer
9:30	10:00	Module 0 The purpose of this unit is to help the candidate understand the background for ITIL version 3 and why ITIL needed to change. Specifically, candidates must be able to: Understand the background of ITIL: <ul style="list-style-type: none"> - Who initiated it - Why is ITIL useful - What is ITIL and what is service management
10:00	10:15	Module 1 - SM as a practice The purpose of this unit is to help the candidate define Service and to comprehend and explain the concept of Service Management as a practice. Specifically, candidates will be able to explain: <ul style="list-style-type: none"> - Purpose of Service Management - Overview of all processes
11:00	11:10	Coffee break
11:10	12:00	Module 2 Example of an incident and what processes are involved from occurrence until resolution <ul style="list-style-type: none"> - Building Blocks of ITIL
		Module 3 <ul style="list-style-type: none"> - Service Delivery & Processes - Service Support & Processes
12:00	13:00	Module 4 <ul style="list-style-type: none"> - Call – Incident – Problem management - Service Desk - Release Management
13:00	14:00	Lunch Break
13:15	15:00	Module 5 <ul style="list-style-type: none"> - Availability management - Capacity management - Service Level management (Service Level Agreement, Underpinning contract, Operational Level Agreement)
15:15	16:00	Module 6 <ul style="list-style-type: none"> - Business Continuity management - Financial management - Security management
16:00	17:00	Recapitulation