ITIL® V3 Overview - 1 Day

Course Overview

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from the focus of activities and processes under versions 1 and 2 to full cycle of Service Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development and on-going management of Services Strategy, Service Design, the Transition of Services from current to desired state, Service Operation and the Continuous improvement of the those Services

Duration

1 day

Delivery Methods

- Instructor led Classroom environment
- Virtual Web-based

Audience

IT professionals interested in understanding the content and concepts of the new ITIL® V3, as well as understand the differences with previous ITIL® V2:

- Executives and key stakeholders
- Process Owners and Managers
- Senior technical and operational staff
- IT professionals and Consultants
- IT customers

Prerequisites

- No prerequisite required for this program

Program Objectives

This course introduces ITIL® V3 concepts and explains the major differences with ITIL® V2.

Program Contents

An effective lecture designed at achieving a clear understanding the new ITIL® V3 Best Practice and Service Management lifecycle model:

- Overview of the drivers for ITIL® V3
- Key differences between ITIL® V2 and ITIL® V3 - What are the major changes?
    - New concepts, definitions and terminology
    - Key interfaces
- Introduction to the ITIL® V3 Services Lifecycle approach and its key concepts
    - Including control and governance
    - Key roles
- Exposure to:
- The Service Lifecycle approach and components of each stage within the lifecycle
- The benefits if adopting ITIL® V3 Best Practice
- The main components (the new books) within the 5 stages in the lifecycle:
    - Service Strategy
    - Service Design
    - Service Transition
    - Service Operation
    - Continual Service Improvement

Next Steps
- The future of ITIL® Qualification
    - What will happen to current certifications and qualifications?
- When should we start adopting ITIL® V3 concepts?
    - Do I have to read all the books?
    - What will happen to our ITIL® V2 investments?
    - Will tools still satisfy ITIL®?
- How does ITIL® V3 map to other quality standard such as ISO/IEC 20000

Program Material (handout)
- A printed copy of the instructor's presentation will be distributed to the participants.