

ITIL® Live



ITIL® Live is a blended programme of multimedia e-learning, case studies and instructor led training that is delivered over the internet right to the comfort of your home or office and offers a significant advantage over traditional classroom training. Using proven technology, students will participate in an 'online course' and will be able to ask questions, chat with the tutor and gain valuable feedback throughout.

The live online training is delivered by an experienced ITIL® practitioner in short 60–90 minute sections over two days and delegates can replay both attended or missed sessions as often as they wish. Prior to attending the online workshop delegates will have completed a multimedia overview of the ITIL® Framework and will all have a common minimum level of knowledge.

The whole programme will be delivered through ILX's online 'ITIL® Live' portal which also provides other targeted resources together with a collaborative workspace where you can share ideas with your fellow delegates. In addition, a high quality exam simulator will ensure that you are fully prepared to take the official APM Group ITIL® Foundation Exam.

Blended learning has been independently proven to provide the best learning experience and improve knowledge retention and examination results.



Benefits

- A highly interactive and engaging training experience incorporating voice overs, animations, activities, graphics and trainer interaction to provide the most conducive learning environment
- Exercises to consolidate learning and broaden understanding
- A full foundation exam simulator which results in exceptional pass rates
- A "real-time" tutor who will guide you through your foundation learning
- Increased retention of learning through a highly interactive "blend"
- Increased control and visibility of progress and achievement
- Accessible from any location resulting in lower travel costs

Target Audience

This course would benefit in particular:

- Individuals who require a basic understanding of the ITIL® framework and how it may be used to enhance the quality of IT service management within an organisation
- IT professionals that are working within an organisation that has adopted and adapted ITIL® who need to be informed about and thereafter contribute to an ongoing service improvement programme

It will also benefit:

- IT Service Providers
- IT Directors and Managers
- CIOs
- Business Managers
- Service Management Consultants and Contractors
- Business Process Owners



Why blended learning?

ILX combines interactive e-learning courses with virtual classroom which have proven to significantly increase pass rates and students' confidence in the subject matter. Taking time out of the office for most people is difficult, which is why this solution works extremely well. This online programme builds upon this approach to provide the ultimate in flexibility and convenience. Each delegate is able to progress at his/her own pace on an individual basis, repeat sessions for a better understanding and prepare themselves for the virtual classroom course. A full foundation exam simulator is also provided. In addition, each delegate is able to study remotely from his/her preferred location.

What's included?

ITIL® Live has been designed to complement and build upon our highly interactive e-learning. The modular programme also includes the foundation examination which can be booked when students are ready but must be completed within 12 months of purchase. Delegates will receive:

- Access to the ITILLive.com training portal including:
 - ITIL® Overview e-learning
 - Collaborative environment
 - Pre and In-course activities
 - Personal Training Plan
 - ITIL® Process Map



Minimum Requirements

The course is web based and requires a PC with internet connection (500 kbps minimum).

Audio is also required.

For further information call ILX on
+44 (0)1270 611600 or email

training@ilxgroup.com

Course Syllabus

- E-learning**
- Overview**
- 1. Overview of ITIL® and Service Management**
- 2. Overview of Service Strategy**
- 3. Overview of Service Design**
- 4. Overview of Service Transition**
- 5. Overview of Service Operation**
- 6. Overview of Continual Service Improvement**
- 7. Course Quiz**

Virtual Classroom

ITIL® Foundation course

Service Management as a practice – to define service and to comprehend and explain the concept of service management as a practice.

The Service Lifecycle – to understand the service lifecycle and explain the objectives and business value for each phase of the lifecycle.

Service Strategy – covers processes, functions, roles and models including: Service Portfolio Management, Financial Management (IT), Demand Management, Service Models, and Service Owner.

Service Design – covers processes, functions, roles and models including: Service Level Management, Availability Management, Capacity Management, IT Service Continuity Management, Security Management, Supplier Management, Design Manager, and Service Level Manager.

Service Transition – covers processes, functions, roles and models including: Change Management, Release and Deployment Management, Service Asset and Configuration Management, Service 'V' Model, Change Manager, Service Asset Manager.

Service Operation – covers processes, functions, roles and models including: Incident Management, Problem Management, Event Management, Request Fulfilment, Access Management, Service Desk, and IT Operations Management.

Continual Service Improvement – covers processes, functions, roles and models including: The 7 step improvement process, Plan, Do, Check and Act, Continual Service Improvement Model Process Owner.

Also includes...

- Full technical support



Duration

The e-learning ITIL® Overview course takes approximately 2–3 hours to complete. The virtual classroom Foundation course takes approximately 14 hours to complete and is scheduled over 2 days. In-house events may vary in duration according to client requirements.

Pre-requisites

Delegates will have completed the ITIL® Overview Module prior to attending the online workshop.

Scheduled Dates and Prices

See our latest public schedule at www.ilxgroup.com for dates, venues and prices.

Reservations and Information

To reserve your place on this course, or to find out more about in-house courses, contact our training advisors on **01270 611600** or email sales@ilxgroup.com for further assistance.