

# ITIL® Overview E-learning Course



IT service management is integral to virtually every business and it's important that managers, business staff and end users have the required level of knowledge to understand and build on their relationships with their IT service providers. ILX Group's ITIL® Overview course has been created for organisations that wish to gain a comprehensive understanding of the ITIL® Service Management guidance. The course combines multiple voices, with animation and interactive exercises, allowing learning at a time, pace and location to suit each student.

The course consists of six topics and is equivalent to a 1 day classroom course.

## Benefits

- Increased retention of learning
- Less time taken to learn
- Increased control and visibility of progress and achievement
- Reduced travel costs
- Accessible from any location

## Target audience

This course is designed to provide a comprehensive summary of the IT Infrastructure Library (ITIL)® V3 guidance. This course is aimed at anyone involved in or impacted by the delivery of IT services and provides an insight into the disciplines, content and terminology. This course is particularly useful for anyone wishing to find out more about ITIL or anyone who is considering implementing ITIL within their organisation.

This course also provides valuable knowledge to technical staff, as it contains a comprehensive overview of the service management principles which underpin the relationship with the wider business environment. The course is useful to any size of organisation in both the public and private sectors.

## Why e-learning

Technological improvements and advances in educational design mean that e-learning is no longer just a low cost alternative to traditional training methods. In many respects our courseware offers training which is superior to the majority of the available classroom options.

Not only is the effectiveness of the training process enhanced, but also the convenience and overall cost efficiency of e-learning makes it a compelling option for training. Training can be targeted at specific individual requirements and staff learn exactly what they need, any time, any place. Staff also learn at their own pace and can repeat each section as many times as they need during the course and as a refresher.

## What's included?

- The full course can be delivered by CD-Rom, network, intranet or hosted by ILX
- It consists of animations, text, voice overs and interactive exercises
- Additional features include 'favourites', bookmarking and a training administrator functionality
- A comprehensive maintenance service so that courses are kept up-to-date
- An end of course quiz



### Minimum Requirements

The course is designed to run on a multimedia PC with Windows, CD-ROM, sound and display resolution of at least 1024 x 768. Apple Mac course options are also available.

For further information call ILX on  
**+44 (0)1270 611600** or visit our website at

**www.italtraining.com**



# Overview Course Synopsis



## Session 1 – Overview of ITIL® and Service Management

- The history, structure and future of ITIL®
- Service and Service Management defined
- ITIL® examination bodies
- Complimentary standards and good practice
- Introduction to the ITIL® lifecycle

## Session 2 – Overview of Service Strategy

- Key concepts including strategic asset, Service Portfolio and Service Catalogue, Market Spaces, constraints
- Business Case
- Risks and Risk Management

## Session 3 – Overview of Service Design

- Key concepts including Measures, metrics, KPI's, CSF's and SDP
- The 4P's – People, Partners, Products, Processes
- Main processes including Service Catalogue Management, Service Level Management, Service Continuity Management, Availability Management, Capacity Management, Supplier Management, Information Security Management
- Value to the business

## Session 4 – Overview of Service Transition

- Key concepts including Change Advisory Board, Request For Change and the 7R's of Change Management
- Main processes including Change Management, Service Asset and Configuration Management, Release and Deployment Management and Knowledge Management

## Session 5 – Overview of Service Operation

- Key concepts including Incident models, Root-cause Analysis,
- Main processes Incident Management, Problem Management, Event Management, Request Fulfilment and Access Management
- Service Operation functions

## Session 6 – Overview of Continual Service Improvement

- Key concepts including Return on Investment, Value in Investment, Benefits
- Continual Service Improvement Model
- Deming Cycle, Six Sigma, Capability Maturity Model Integration

## Session 7 – Course Quiz

- Pre or post course quiz based on material included in the overview sessions

For further information contact:

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