

For more information, contact  
Pultorak & Associates, Ltd.  
Seattle | Philadelphia | Manila  
Phone +1(206)729-1107  
Fax +1(206)418-6757  
Web: [www.pultorak.com](http://www.pultorak.com)  
Email: [info@pultorak.com](mailto:info@pultorak.com)

# ITIL® V2 Awareness

## Course Number 1960

The Information Technology Infrastructure Library (ITIL®) body of knowledge provides best practice guidelines towards the deployment of quality IT services. Its successful implementation, however, requires the full support of everyone in the business organization, from the IT staff to the managers and the users.

The Pultorak & Associates ITIL® V2 Awareness course is a half-day to full-day course designed for participants who are not necessarily involved in ITIL®'s day-to-day implementation but whose support is vital to its success in the organization. The course gives them just the right level of ITIL® information for them to accept this new standard and get a better idea about the importance of their role in the success of ITIL® implementation in the organization.

ITIL® Awareness is an important first step when beginning to consider the implementation of ITIL® in your organization and an effective, efficient component of an ITIL® implementation program.

### Course Objectives

The ITIL® V2 Awareness course has a duration of a half day to one day. Its aim is to provide a general introduction to IT Service Management and how it contributes to the organization's IT and business objectives.

### Audience

The course is intended for IT professionals responsible for planning and executing service management improvement initiatives.

### Learning Outcomes

After completing this course, participants will be able to:

- Understand IT Service Management and how it contributes to the IT and business objectives
- Define key terminologies in ITIL® as well as the different service management processes
- Understand the impact of service

For more information, contact  
Pultorak & Associates, Ltd.  
Seattle | Philadelphia | Manila  
Phone +1(206)729-1107  
Fax +1(206)418-6757  
Web: [www.pultorak.com](http://www.pultorak.com)  
Email: [info@pultorak.com](mailto:info@pultorak.com)

### Prerequisites

There are no prerequisites for this course.

### Certification Examination

This is a non-certification-oriented overview of ITIL® service management concepts for IT professionals.

### Course Materials

All ITIL® Awareness participants receive a course manual and an IT Service Management pocket guide.

### Course Outline

- Module 1: Introduction to ITIL® Service Management
  - This module explains the concept of IT service management and describes ITIL®, the publications of ITIL®, and the community around ITIL®.
- Module 2: ITIL® Service Support Processes
  - This module explains the different ITIL® support processes, their aims, and how they interoperate.
- Module 3: ITIL® Service Delivery Processes
  - This module explains the different ITIL® service delivery processes, their aims, and how they interoperate.
- Module 4: Summary
  - This module reviews the key learning points of the course and provides an opportunity for final discussion and clarification.

### For More Information or to Place an Order

Contact Pultorak & Associates at (206) 729-1107, [info@pultorak.com](mailto:info@pultorak.com), or visit our website at [www.pultorak.com](http://www.pultorak.com).



ACCREDITED BY  APMG-UK