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ITIL® V2 Essentials

Course Number 1962

IT organizations are faced with a rapidly evolving environment coupled with a more headcount-constrained staff, where standardization on optimal systems and procedures is a critical success factor.

The Information Technology Infrastructure Library (ITIL®) is a set of best practices that may be used to deliver high quality IT services. The ITIL® body of knowledge represents consensus derived from over a decade of work by thousands of IT professionals worldwide, earning ITIL® recognition as the de facto world standard for IT best practices. The Pultorak & Associates ITIL® Essentials is a two-day course designed to provide a straightforward, no-nonsense introduction to ITIL®.

Course Objectives

The Pultorak & Associates ITIL® V2 Essentials is an intensive two-day, instructor-led course that provides an overview of all ITIL® components, goals, key terms, responsibilities, and keys to success. Its aim is to prepare participants to pass the ITIL® Foundation Exam and to put ITIL® concepts and practices to use in their daily work.

Audience

This course is intended for IT professionals responsible for developing, supporting, and operating application-based IT services (e.g., messaging) and infrastructure-based IT services (e.g., network services)

Learning Outcomes

After completing this course, participants will be able to explain all ITIL® process components, including goals, key terms, responsibilities, relationships, costs and benefits, and keys to success. It will help them prepare themselves to pass the ITIL® Foundation exam and to begin to apply ITIL® concepts and practices in their daily work.

Prerequisites

There are no prerequisites for this course.

Certification Examination

The ITIL® V2 Essentials course includes the exam leading to the ITIL® Foundation Certificate (the Foundation Certificate in IT Service Management)—a multiple choice examination with 40 questions.

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Course Materials

The ITIL® V2 Essentials course includes the exam leading to the ITIL® Foundation Certificate (the Foundation Certificate in IT Service Management)—a multiple choice examination with 40 questions.

Course Overview

- Module 1: Introduction
 - Introduction to ITIL®
 - Overview of essential ITIL® concepts
- Module 2: Service Desk, Incident Management, Problem Management
 - Service Desk function
 - Incident Management
 - Problem Management
- Module 3: Change Management, Configuration Management, Release Management
 - Change Management
 - Configuration Management
 - Release Management
- Module 4: Service Level Management, Availability Management, Financial Management
 - Service Level Management
 - Availability Management
 - Financial Management
- Module 5: Capacity Management, IT Service Continuity Management
 - Capacity Management
 - IT Service Continuity Management
- Module 6: Certification Exam and Application Workshop
 - ITIL® Foundation exam revision and test-taking tips
 - ITIL® Foundation exam
 - Mitigating Risk, Assuring Success
 - Student Objectives for Applying ITIL®
 - Implementing ITIL®: An Organizational Approach
 - Managing Organizational Change
- Module 7: Summary
 - Review key learning points
 - Final discussion and clarification

For More Information or to Place an Order

Contact Pultorak & Associates at (206) 729-1107, info@pultorak.com, or visit our website at www.pultorak.com.

