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ITIL® V3 Awareness

Pultorak & Associates ITIL Version 3 (V3) Awareness course is a half-day, instructor-led course providing a general introduction to IT Service Management. The focus is on key terminologies used, what the different service management processes are, and how implementing service management practices can benefit the business and IT in general.

Who Should Attend?

The ITIL V3 Awareness course is an overview and 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).

Prerequisites

There are no prerequisites for this course.

Course Structure

The course consists of a half-day of instructor-led training with optional half-day workshop. There is no certification exam associated with this course.

Course Materials

All participants receive a participant kit which includes a copy of the course presentation with extensive notes, job aids, handouts, as well as the Glossary.

Pultorak & Associates can deliver this class for you, or you may opt to purchase our course material to deliver yourself.

Training Objectives

This course aims to provide a general introduction to IT Service Management and how it contributes to the IT and business objectives. The focus is on key terminologies used, what the different service management processes are, and how its implementation can impact the IT operations in general. This course is designed to provide the information and answers the questions executives have about ITIL®, such as business value, justification, tooling considerations, implementation sequence, and program management aspects.



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The ITIL Awareness course provides just the right level of information needed for IT operational staff and managers to appreciate ITIL and understand how ITIL implementation can aid in their organization's service management initiatives.

Course Outline

- Introduction to ITIL V3 Service Management
- The ITIL V3 Service Lifecycle
- Processes and Roles in the Service Lifecycle Phases
- Changes with ITIL V3
- Optional Workshop

Optional Half-day Workshop

Your facilitator will lead a discussion on what value you could attain from implementing ITIL Service Management concepts following the training session.

Why Pultorak for This Course?

Pultorak's industry experts have years of experience in ITIL and its implementation. We are active contributors to the content and strive to ensure that the concepts are backed by real-world connections and critical insights that will help you chart your own path and achieve your ITIL goals. Our experienced instructors have lived the subject matter and create meaningful, engaging interactions delivering value to you like no one else can.

Pultorak & Associates is accredited by all the certification organizations including APMG, Loyalist Certification Services, EXIN, and ISEB. Our instructors are based in the US and have been delivering ITIL courses for over 15 years. We can customize the delivery of training to meet your organization's needs, including developing unique classroom solutions that integrate simulations or industry specific examples. We are members in good standing with the itSMF USA organization.

For More Information or to Place an Order

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