


Course 1960: ITIL Awareness

Introduction

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- Name
 - Company affiliation
 - Title/function
 - Job responsibility
 - IT operations experience
 - ITIL / Service Management experience
 - Expectations for the course

Course Overview

Module 1: Introduction to ITIL Service Management

Module 2: ITIL Service Support Processes

Module 3: ITIL Service Delivery Processes

Module 4: Summary

Course Objectives

1. Understand IT Service Management and how it contributes to the IT and business objectives
2. Define key terminologies in ITIL as well as the different service management processes
3. Understand the impact of service management processes to IT operations in general

Pultorak ITIL Curriculum and Certification

Awareness	High-level understanding of ITIL [®] concepts, terminology, and resources	1 half-day non-certification oriented course
Essentials	<u>Basic</u> understanding of <u>the ten</u> ITIL [®] Service Delivery and Service Support processes and the Service Desk function; optional Foundations exam	2-3 day training, 1 hour multiple choice exam
Practitioner	Deep understanding of <u>one</u> or a cluster of related ITIL [®] processes. Foundation certification is prerequisite	2-5 day training, 2 hour essay style exam
Managers	<u>Deeper</u> understanding of <u>all ten</u> ITIL [®] processes and the Service Desk Function. Foundation certificate is a prerequisite; also known as "Masters"	2-3 week training, 2x3-hour essay style exams

Housekeeping

Student Materials

- Name cards
- Student workbook
- Job aids
- Course evaluation

Prerequisites

- None



Housekeeping (continued)

Logistics

- Sign-in
- Parking
- Building access
- Class hours
- Food
- Phones
- Restrooms
- Recycling
- Smoking

Ground Rules

- Have fun learning
- Good vibrations
- Ground cover
- Parking lot
- Think and act



Module 1: Introduction to ITIL

Course Overview

Module 1: Introduction to ITIL Service Management

Module 2: ITIL Service Support Processes

Module 3: ITIL Service Delivery Processes

Module 4: Summary

Module Overview

- Lesson 1: Introduction to Service Management
- Lesson 2: Introduction to ITIL

Lesson 1: Introduction to Service Management

Lesson 1 Objectives

- After completing this lesson, you will be able to:
 - ◆ Describe the concept of IT service management
 - ◆ Cite the objectives of Service Management
 - ◆ Describe the importance of Service Management for Users, Customers, and Suppliers of IT Services

ITIL is a service management framework; so what are services and service management?

- Services
 - ◆ 'The deliverables of the IT services organization as perceived by the Customers; the services do not consist merely of making computer resources available for Customers to use'
- Service Management
 - ◆ 'Management of Services to meet the Customer's requirement'

Source: Planning to Implement Service Management



The key objectives of Service Management

- Align IT services with current and future business and Customer needs
- Partner with the business to create new business opportunities
- Reduce long-term cost of services, driving down Total Cost of Ownership (TCO)
- Improve quality of IT services
- Deliver current services consistently

Source: Planning to Implement Service Management

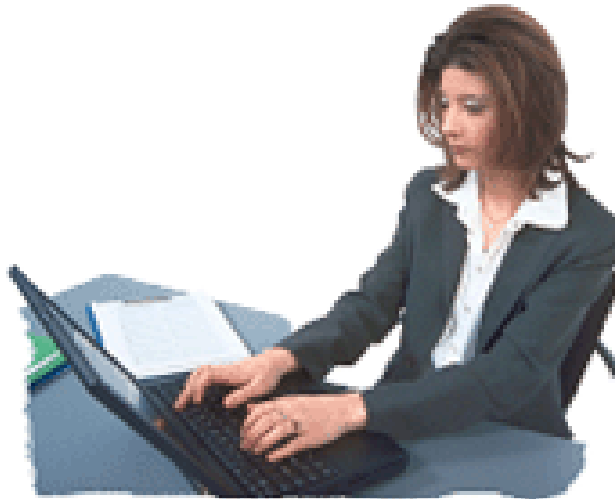


Service management is organizing around services



Technology

- Production computing
- Technology optimization
- Mass market
- Technology-out
- Quality = Technical
- Thinking is internal, analytical, “down and in”; focus is on inherent parts



Service

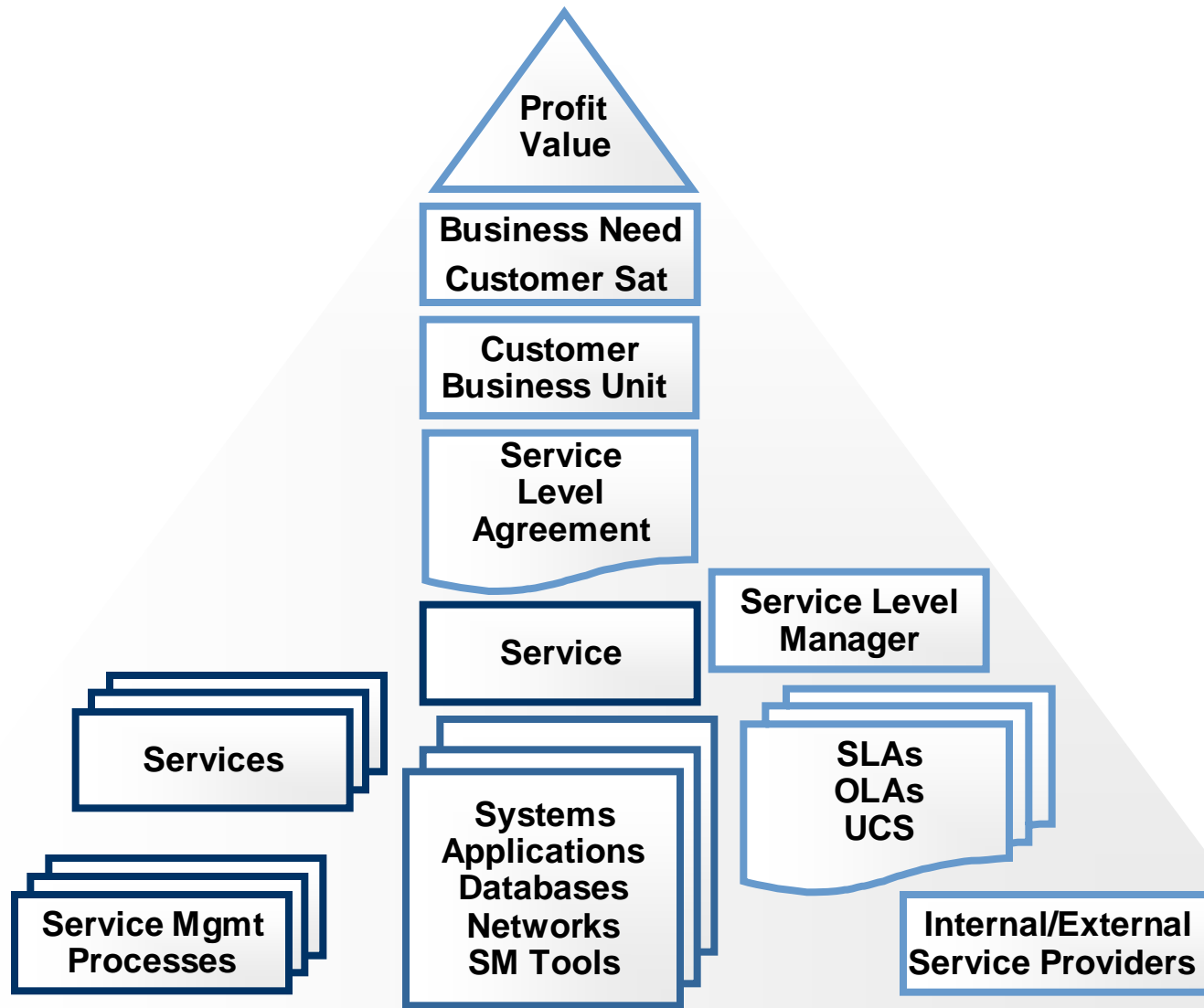
- Service Management
- Service experience
- Richness & Reach
- Service-in & out
- Quality = Service
- Thinking balances analysis and synthesis
- Focus is on the service



Business

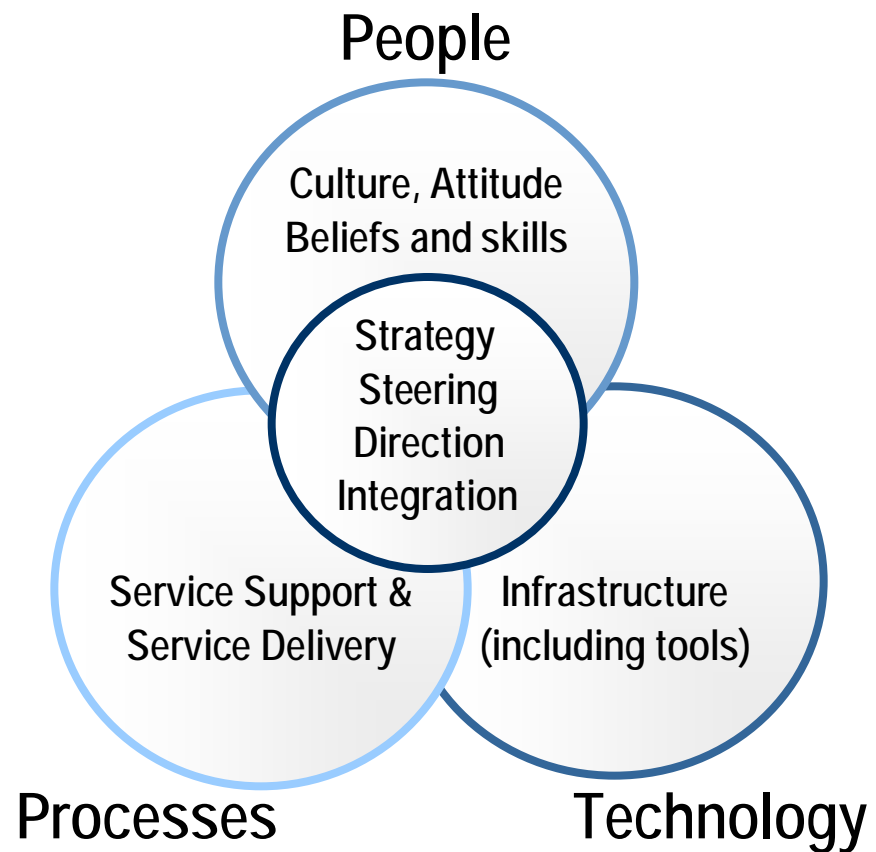
- End User Computing
- Customer experience
- Customer 1:1
- Customer-in
- Quality = Customer
- Thinking is external, synthetic, “up and out”
- Focus is on the client interactions

Service Level Management pyramid



Service Management components

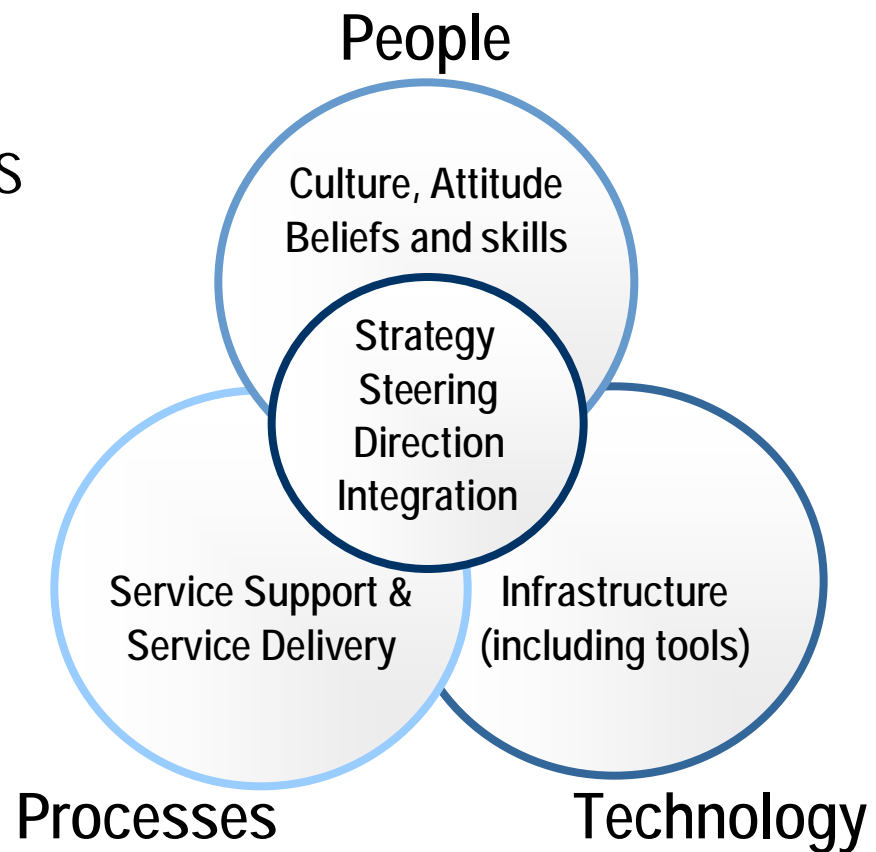
- Implementing, managing, supporting, and continuously improving service management processes
- Aligning People, Process, and Technology



Source: Planning to Implement Service Management

People

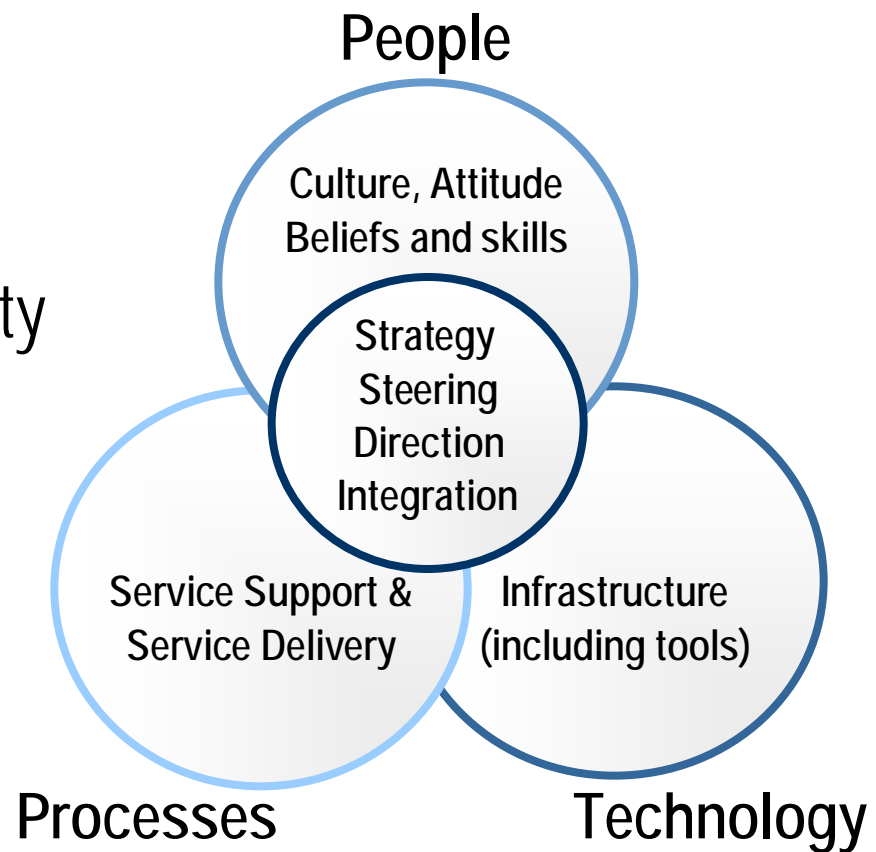
- Cultural changes
 - ◆ Attitude, behaviours, values
 - ◆ Knowledge and skills
- Service and Customer focus
- Teams, interactions and relationships
- Education and training
- Organisation structure



Source: Planning to Implement Service Management

Process

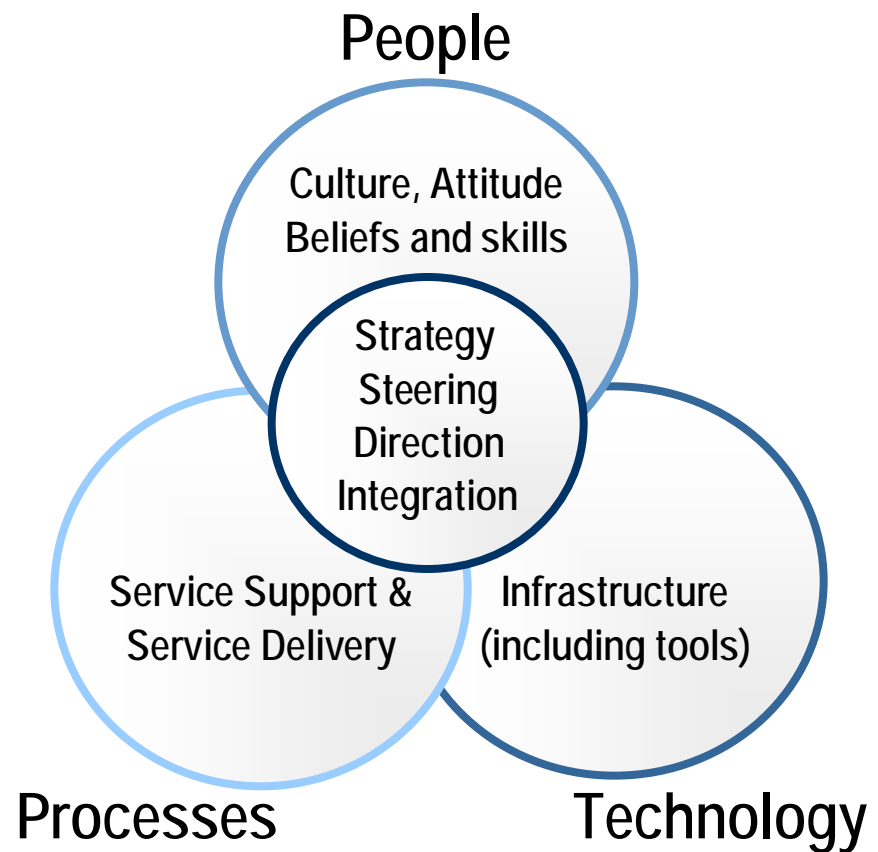
- Systematic approach
- Results driven
- End to end services
- Across the organization
- Ownership and responsibility
- Measured
- Continuous improvement
- Be practical



Source: Planning to Implement Service Management

Technology

- Automate where possible
- Integrate and interface
- Management Information



Source: Planning to Implement Service Management