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# ITIL® V2 Executive Awareness

## Course Number 1961

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

Pultorak & Associates' ITIL® V2 Executive Awareness course is a half-day to full-day course designed to provide participants with just the right level of information needed in order for ITIL® to gain acceptance with those who will not necessarily be involved in its day-to-day implementation but whose support is vital to its success in the organization. ITIL® Executive 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

ITIL® V2 Executive Awareness is a half-day to one-day course which aims to provide a general introduction to IT Service Management and how it contributes to the IT and business objectives. 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.

### Intended Audience

This ITIL® Executive Awareness course is intended for IT and business executives responsible for setting the strategy and business objectives of their organization.

### Examination

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

### Course Materials

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



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### Course Outline

- Module 1: Basic ITIL® concepts
  - Background on ITIL®
  - Terminologies
  - Purpose of ITIL®
  - Business value of ITIL®
- Module 2: Service Management Overview
  - What is it and why is it important?
- Module 3 : ITIL® Processes
  - Core IT service delivery process: Service Level Management, Availability Management, Capacity Management, Financial Management, IT Service Continuity Management
  - Support processes and functions: Service Desk, Incident Management, Problem Management, Change Management, Release Management, Configuration Management
  - Program management critical success factors

### For More Information or to Place an Order

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