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ITIL® V3 Executive Awareness Course Number 1971

Pultorak & Associates ITIL® Version 3 (V3) Executive Awareness course is a half-day, instructor-led course providing a general introduction to IT Service Management tailored to executives. 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. It is designed for executives to answer the questions they have and provide the information they need to make the right choices when it comes to their service management efforts. Content includes business value, justification, tooling considerations, implementation sequence, and program management aspects.

Who Should Attend?

IT and business executives responsible for setting the strategy and business objectives of their organization

Prerequisites

There are no prerequisites for this course.

Course Structure

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

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.

The ITIL® Executive Awareness course provides just the right level of information needed for senior-level managers to appreciate ITIL® and draw-up plans for its strategic adoption in their organization.

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Course Outline

- Introduction to ITIL® V3 Service Management
 - Services, Service Management as a Practice
 - ITIL® Books
 - Qualification Scheme
 - ITIL® Industry Organizations
 - ITIL® V2 and V3 Differences
- The ITIL® V3 Service Lifecycle
 - The Service Lifecycle
 - Service Lifecycle Phases Overview
- Processes and Roles in the Service Lifecycle Phases
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement

Changes with ITIL® V3

- What's new with ITIL® V3
- Differences from ITIL® V2
- Executive Overview
 - Benefits
 - Roadmap through Lifecycles
 - Implementation Sequence
 - Guidance
 - Failure Points

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.

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.



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