

ITIL FOR EXECUTIVES

Fact Sheet

2 Days | Classroom | COB1020

This course is designed for IT Leadership and senior IT managers. It covers the importance of ITIL® as a Best Practices framework for IT departments and organizations in order to help them align with business needs and deliver quality and cost effective services to their business counterparts.

Designed for senior IT Managers, this course introduces the ITIL® framework and the direct and indirect benefits that the organizations can expect to achieve through the implementation of ITIL®. The course also addresses the issues of Business IT Alignment and Business Case (ROI) for ITIL® Implementation.

ITIL® is a registered trade mark of OGC (the Office of Government Commerce), Rosebery Court, St. Andrew's Business Park, Norwich, Norfolk, NR7 0HS, UK

Audience:

IT Leadership, Senior IT Management.

Learning Objectives:

At the end of this course, you will be able to:

- Identify the various ITIL® processes that can be implemented in an organization.
- Identify the need for IT Service Management in your IT organization.
- Recall the major processes as covered in the ITIL® Best Practices.
- Recognize the benefits of ITIL® and ITSM for an organization.
- Develop a rough business case for ITIL® Implementation.
- Recall some case studies of successful ITIL® implementations by well known companies.

Course Organizational Logistics:

- Up to 16 participants.
- Projector, white board, flipcharts.

Prerequisites:

None

Course Student Material:

- Copy of visual aids used in the classroom
- ITSM Handbook

Course Agenda:

08:30am – 1:00pm

- ▶ ITpreneurs overview
- ▶ High-Level ITSM and ITIL® process overview
- ▶ CEO and CIO challenges
- ▶ ITIL® and other frameworks
- ▶ ITIL® and strategic sourcing