

HP Education Services Course Description

ITIL V3 Service Management Awareness (HF412)



This 1-day course provides an introduction to IT Service Management and incorporates some “hands on” learning. The Service Management Awareness Seminar provides a general overview of the IT Service Management (ITSM) lifecycle based on Version 3 of the IT Infrastructure Library (ITIL). Service Management disciplines, the benefits and justification. This course is ideal for staff who might be involved in the periphery of IT Service Management, or those who are new to the topic needing a broad, brief introduction and understanding of the benefits to be gained from implementing Service Management.

Audience

- The seminar is suitable for relatively large numbers and might be used to engender an initial understanding of IT Service Management amongst groups of implementation or project staff
- The course may also be of value to managers wishing to obtain a broad, yet focused overview of IT Service Management

Prerequisites

Basic IT knowledge would be helpful but not essential.

Course Objective

The IT Service Management Awareness seminar is an ideal opportunity for staff and managers of all levels who need to have a high-level understanding of the ITSM lifecycle.

Benefits to You

- Gain a basic understanding and benefits of ITIL, IT Service Management to your business and IT organization
- Gain buy-in and support from all levels of staff via a highly interactive and exciting simulation
- Gain the necessary knowledge to make better decisions

Why education services from HP?

- Hands-on practice
- Focus on job-specific skills
- Experienced and best-in-the-field HP instructors
- State-of-the-art classroom facilities
- Customized on-site delivery
- Comprehensive student materials
- Online instructor-led and self-paced training at <http://itresourcecenter.hp.com>
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Course Title: ITIL V3 Service Management Awareness

HP Product Number: HF412

Category/Subcategory: ITIL/ITSM

Course Length: 1 day

Level: Beginner

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: ITIL Foundation for IT Service Management (HF421)

Detailed Course Outline

Course Introduction

Introduction to ITIL

Service Management as a Practice

Service Lifecycle stages

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Technology and Architecture

Learn ITSM concept via an exciting and interactive simulation

Conclusion

- Summary of lessons learned
- Where do I go from here?

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