

HP Education Services Course Description

ITIL service management awareness (UA580s)



This 1-day course provides a brief introduction to IT Service Management with the ability to incorporate some "hands-on" learning. The Service Management Awareness seminar provides a general overview of the ITIL (IT Infrastructure Library) 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 ITIL 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 ITIL processes and how they could benefit their organizations. It is also a great tool for achieving organizational buy-in to an existing or proposed ITIL project from a broad audience. As a result of the seminar participants should be able to:

- Understand how Service Management can facilitate the alignment of IT process to business objectives
- Understand the ITIL Service Management model sufficiently to be able to discuss how it fits or could be adapted to their organization
- See the benefits of applying ITIL concepts themselves in a realistic interactive environment
- Make high-level go/no-go decisions
- Discuss options for next steps

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 business simulation
- Gain the necessary knowledge to make better decisions

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Course Title: ITIL service management awareness

HP Product Number: UA580s

Category/Subcategory: ITSM/ ITIL

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 Foundations for IT service management (H1846s)

Detailed Course Outline

Introduction to IT Service Management and the ITIL Framework

Introduction to the ITIL Disciplines (their objectives, concepts, and benefits)

- Service Desk
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management
- Service Level Management
- Availability Management
- Capacity Management
- Financial Management
- IT Service Continuity Management

Introduction to the HP High Performance Simulation

- Planning sessions to incorporate theory from the above disciplines
- Interactive “Race” sessions where the planning will be used to simulate and improve the “business” performance
- Review sessions to understand the “lessons learnt” from the interactive sessions

Conclusion

- Lessons learned
- Potential hurdles and final thoughts
- Where do I go from here?

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