

## ITIL® V3 Executive Overview - .5 Days

### Course Overview

A half-day session for Executives, Senior Management and “decision makers” who need an in-depth understanding of the values associated with service improvement initiatives based on the ITIL® V3 Service Lifecycle Framework, and require a greater awareness of IT Service Management best practices.

- 100% Lecture - ITIL® V3 common language, concept overview, service lifecycle model, process and inter-relationships, senior management involvement (roles and responsibilities), initiating a service improvement program, critical success factors of ITSM programs.

This course is designed and developed to introduce Executives and Senior management levels to the ITIL® V3 Framework, and how it can initiate, improve or enhance internal organizational common understanding. Among other benefits, the introduction will describe the ITIL® V3 service lifecycle Framework approach to accomplishing the following:

- Alignment of business requirements and IT capabilities
- Improve the relationship of IT processes across the organization
- Improve IT service quality across the organization
- Achieve efficient and effective delivery and support of IT services
- Improve cost efficiency and enhanced resource utilization
- Increase customer / user satisfaction
- Enhance the customer and user relationship with the IT organization
- Understand the roles and responsibility of senior management and the IT service culture
- Recognize the critical success factors in the implementation of Best Practice

### Duration

Half day

### Delivery Methods

- Instructor led Classroom environment
- Virtual Web-based

### Audience

This program is for Executives and Senior Management who:

- Need to understand the value associated with service improvement initiatives based in the ITIL® V3 lifecycle model and Framework
- Are working in any aspect of IT Service Management

- Need a greater awareness of IT Service Management best practices
- Are implementing or would like to implement one or more of the ITIL® V3 Service Management based processes, in an IT environment
- Intend to acquire knowledge of the ITIL® V3 framework
- Have started the implementation of processes based on ITIL® V2 and want to know how V3 will affect their initiative
- Are IT customers and require an understanding of how service support and delivery are best achieved and/or improved

### **Prerequisites**

- No prerequisite required for this program

### **Program Objectives**

The program will provide Executives and Senior Management with the training to enhance their understanding of the ITIL® V3 framework and expose its numerous benefits to an organization.

### **Program Contents**

The ITIL Executive Overview Course includes:

- Introduction to ITSM and ITIL® V3 service lifecycle models
- Understand the differences between ITIL® V2 and V3
- Overview of ISO/IEC 20000 international standard for Service Management
- The ITIL® approach to IT Service Management in achieving business objectives
- ITIL® V2 Service Support and Delivery Processes
- ITIL® V3 Implementation requirements and benefits
- ITIL® V3 - Understanding how ITSM and ITIL® can help to achieve ROI

### **Program Material (handout)**

- A printed copy of the instructor's presentation will be distributed to the participants.