€TRAINING

ITIL Lead Implementer

20 - 24 May 2024
Amsterdam (Netherlands)

ITIL Lead Implementer

REF: M2383 DATE: 20 - 24 May 2024 Venue: Amsterdam (Netherlands) - Fee: 5565 Euro

Introduction:

This program is a comprehensive training program designed to equip professionals with the knowledge and skills necessary to lead IT service management ITSM initiatives within their organizations. It will provide you with a deep understanding of the ITIL framework and guide you in implementing ITIL best practices effectively.

Program Objectives:

At the end of this program, the participants will be able to:

- Understand the ITIL framework and its importance in enhancing IT service management.

- Gain proficiency in leading and managing ITIL implementation projects.

- Learn to identify and prioritize service improvement opportunities.

- Develop skills to create and manage service strategies, designs, transitions, operations, and continual service improvement.

- Explore real-world case studies and best practices for ITIL implementation.

- Prepare for the ITIL Lead Implementer certification exam optional.

Targeted Audience:

- IT Managers and Directors.

- IT Service Managers.

- Project Managers.

- IT Consultants.

- Process Owners and Practitioners.

- IT Professionals aspiring to lead ITIL initiatives.

Program Outlines:

Unit 1:

Introduction to ITIL:

- Overview of ITIL and IT Service Management.

- Key ITIL Concepts and Terminology.

- ITIL Lifecycle Stages.

- ITIL Framework and Benefits.

Unit 2:

Service Strategy:

- Service Strategy Principles.

- Service Portfolio Management.

- Financial Management for IT Services.

- Demand Management.

- Business Relationship Management.

Unit 3:

Service Design:

- Service Design Principles.

- Service Level Management.

- Service Catalog Management.

- Capacity Management.

- Availability Management.

- IT Service Continuity Management.

Unit 4:

Service Transition and Service Operation:

- Change Management.

- Release and Deployment Management.

- Service Asset and Configuration Management.

- Event Management.

- Incident Management.

- Problem Management.

Unit 5:

Continual Service Improvement CSI and Exam Preparation:

- Principles of Continual Service Improvement.

- Key Performance Indicators and Metrics.

- CSI Models and Approaches.