



ITIL Lead Implementer



23 - 27 September 2024  
Geneva (Switzerland)



# ITIL Lead Implementer

REF: M2383 DATE: 23 - 27 September 2024 Venue: Geneva (Switzerland) - Fee: 5940 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.