

## ITIL V3 Executive Overview

The ITIL V3 Executive Overview is a one hour presentation for Senior Management. The training will provide an understanding of ITIL and why it is important to the organization.

## ITIL V3 ½ Day Introduction

The ITIL Introduction is for IT professionals who are indirectly involved in an ITIL initiative and would benefit from a general understanding of ITIL concepts and terminology. These sessions will last approximately 4 hours.

### Agenda

<i>Topic</i>	<i>Objectives</i>
Session Introduction	<ul style="list-style-type: none"><li>♦ Introductions</li><li>♦ Why this session is taking place – importance of the people attending the session</li></ul>
ITIL Overview	<ul style="list-style-type: none"><li>♦ What is ITIL's holistic view of IT Service Management</li></ul>
Service Strategy Service Design Service Transition	<ul style="list-style-type: none"><li>♦ Goals</li><li>♦ Key definitions/Terminology</li><li>♦ Core Process</li><li>♦ Relationships</li></ul>
BREAK	
Service Operation Continual Service Improvement (CSI)	<ul style="list-style-type: none"><li>♦ Goals</li><li>♦ Key definitions/Terminology</li><li>♦ Core Process</li><li>♦ Relationships</li></ul>
Session closure	<ul style="list-style-type: none"><li>♦ Questions and answers</li><li>♦ ITSM plans - feedback</li></ul>

