

HDI curriculum addresses the needs of support professionals throughout their careers and the various maturity levels of their support operations. It presents the business processes and soft skills required to increase productivity, profitability, and improve customer satisfaction.

Course Overview

The ITIL v2 Lite online course is designed to offer both IT and non-IT corporate staff a high-level introduction to the concepts, terms, benefits, and relationships within the core IT Service Management processes and functions defined in Information Technology Infrastructure Library v2.

This cost-effective course provides participants with an awareness and understanding of the ITIL v2 best practice framework and its application.

What You Will Learn

- ▶ ITIL and IT Service Management best practices in the context of service improvement and IT Service Excellence
- ▶ ITIL's purpose and impact on the IT department and overall business
- ▶ Adopting ITIL and/or process improvement best practices
- ▶ ITIL Service Support Process best practices and benefits
- ▶ How ITIL and service improvement best practices can be harnessed to align IT services for maximum business impact
- ▶ Utilizing ITIL best practices to meet ongoing business challenges
- ▶ ITIL Service Delivery Process best practices and business benefits

Who Should Attend

- Anyone who needs to be introduced to the key concepts and vocabulary of ITIL v2
- Technical or business staff who are responsible for technology and process development/deployment or who have an interest in IT service management

Course Prices

Online, Self-Paced: 1-hour of self-paced, flexible training.

HDI Member: \$89 per person / Non-member: \$99 per person



This course content developed in partnership with B-Wyze.

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