

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.

- ▶ Service Management as a practice
- ▶ The Service Lifecycle stages
- ▶ The key principles and models of IT Service Management
- ▶ Key terms and definitions
- ▶ How the Service Management process contributes to the Service Lifecycle
- ▶ The role, objectives, and organizational structures of functional areas
- ▶ The relationships of the processes

ITIL® v3 Lite Modules

- ▶ Service Strategy
- ▶ Service Design
- ▶ Service Transition
- ▶ Service Operations
- ▶ Continual Service Improvement

Course Overview

The ITIL v3 Lite online course is a convenient first step towards an understanding of the ITIL v3 best practices framework. ITIL v3 introduced the service lifecycle model and builds on the ITIL v2 process model.

This cost-effective course provides participants with an awareness and understanding of the ITIL v3 best practice framework and its value to the business.

What You Will Learn

A high level understanding of:

- ▶ ITIL and IT Service Management best practices in the context of service improvement and IT service excellence
- ▶ ITIL's purpose and impact to the IT department and overall business
- ▶ Reasons to adopt ITIL
- ▶ How to align IT strategy with business goals and expectations

Who Should Attend

- Anyone who needs to be introduced to the key concepts and vocabulary of ITIL v3
- Technical or business staff who are responsible for technology or 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

Please call for volume discounts or a site license.



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