

HDI's official 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.

Module 1: Introducing ITIL

- ▶ Learning Overview and Objectives
- ▶ ITIL Defined
- ▶ Best Practices Framework
- ▶ Relating ITIL to Your Organization

Module 2: Putting ITIL to Work

- ▶ ITIL Lifecycle Stages
- ▶ Service Strategy
- ▶ Service Design
- ▶ Service Transition
- ▶ Service Operation
- ▶ Continual Service Improvement

Module 3: ITIL Core Review

- ▶ Test Your Knowledge
- ▶ Conclusion
- ▶ What's Next?

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 on the IT department and the business overall
- ▶ 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 Training: One hour of interactive, self-paced learning.

Price: \$29



Onsite Training: A one-day course conducted at your company's site.

Call 800.248.5667 for pricing.

Please call for volume discounts or a site license.

Register

Call: 800.248.5667 **Visit: www.ThinkHDI.com/ITIL**

121 South Tejon Street, Suite 1100
Colorado Springs, CO 80903
800.248.5667 | Fax: 719.268.0184

www.ThinkHDI.com

©2013 HDI. All rights reserved.

