



STRATEGY	ARCHITECTURE	VALUE
GOVERNANCE	RISK	COMPLIANCE
SECURITY	CONTINUITY	SERVICE

# ITIL® v3 Awareness Program

## Program Overview

The ITIL Service Management Awareness Program is for those people who wish to gain a concise, fundamental understanding of the IT Infrastructure Library (ITIL). ITIL is globally recognized as the de-facto world's best practice in IT Service Management. This program is available online, so you can take this course anywhere in the world, in your own time. Or you can be led by our certified professionals with real-world IT management experience on your premises, or at ours.

## Program Outcomes

- Provide insight into the best practices for IT Service Management (ITSM).
- Highlight the ITIL v3 framework, the theory and the concepts.
- Brief overview of each process and function.
- Highlight the importance of ITIL in IT Organizations to support business processes.

## Target Audience

The ITIL Service Management Awareness program is a one day program intended for professionals who are interested in IT Service Management. The target group consists of staff and managers at all levels wishing to extend their skills in the world's best practice of IT Service Management, ITIL.

## Benefits

By developing participants' awareness regarding the ITIL v3 framework it will enable:

- A broad understanding of how ITIL can improve IT Service Management.
- A broad understanding of the business requirements of IT Services.
- Staff aware of their function within the IT organization.

## Pre-requisites

There are no pre-requisites for this program

## Delivery

PowerPoint presentations are used in addition to supporting exercises, discussions and activities. This program can be modified to meet individual organization's requirements.

## Program Materials

- Copy of all presentation slides with space for notes

## Certification

There is no official certification associated with this program.  
Participants will receive a certificate of attendance.

### Program Structure

Section:	Time:
Introduction	9.00
IT Service Management	9.30
What is ITIL?	10.00
<b>MORNING TEA</b>	<b>10.30</b>
Service Lifecycle approach	10.45
Service Strategy	11.30
Service Design	12.30
<b>LUNCH</b>	<b>12.30</b>
Service Transition	1.30
Service Operation	2.15
<b>AFTERNOON TEA</b>	<b>3.00</b>
Continual Service Improvement	3.15
Close	4.00