

ITILv3 2011 - Training & Certifications in Globalnet

IT Infrastructure Library (ITIL) is the most widely adopted approach for IT Service Management in the world. It provides a practical, no-nonsense framework for identifying, planning, delivering and supporting IT services to your business plan.

ITIL has been adopted by thousands of organizations worldwide. Globalnet has the ITIL courses and training to help you earn your ITIL certifications and empower your organization through adoption of IT Service Management. Successful completion of these courses will show you and your team how to turn the ITIL theory into practice for you to integrate into your job.

Who is ITIL for?

ITIL from Globalnet is ideal for anyone interested in implementing ITIL best practices in their IT environment suitable for IT or ITES industry sector. During ITIL certification training, students will learn:

- How to effectively reduce an organization's IT costs.
- How to improve IT services through proven ITIL best practice processes.
- How to improve overall customer satisfaction.
- Methods for establishing and implementing ITIL standards.
- How to improve overall IT productivity.

Why should I do ITIL Certification?

- Globally recognition on Service Management, widely practiced in IT Service Delivery or BPO / KPO based organizations
- Enhances your knowledge and proficiency
- Demonstrates your Service Management skills to employers
- Needless to mention, you get offers with better salary and prospects

Why Would My Business Want to Use ITIL?

- ITIL helps your IT department define and formalize operational processes to become more efficient.
- Provides a "common language" for both business and IT to operate from.
- Lowers IT costs due to greater efficiency, productivity, and control of services.
- Makes processes consistent with shorter resolution times.
- Brings good discipline to both business and IT through integration.
- Your IT department is most likely already using some ITIL components (e.g. problem management).

ITIL Foundation is an instructor-led course which:

- Provides a practical understanding of ITIL key concepts, principles, processes, and functions
- The 3 days course covers IT Service Management good practices as described in the
 - ITIL® Service Strategy,

- ITIL® Service Design,
- ITIL® Service Transition,
- ITIL® Service Operation,
- ITIL® Continual Service Improvement

Course Learning Objectives are

- Understand the main processes, relationships, benefits and challenges of ITIL® v3.
- Gain insight into the service lifecycle approach that forms the core of ITIL® v3.
- Understand how these processes contribute to making an IT organization manageable.
- Learn the most important ITIL® v3 definitions.
- Prepare yourself for the certified ITIL® v3 Foundation Examination.
- Ensure participants gain from real life situations and experience of trainer and participants.
- Understand the basics of ISO/IEC 20000:2005.
- Understand various processes involved in Establishing, Implementing, Operating, Monitoring, Reviewing and Improving an IT Service Management System.
- Acquire the ability to apply the ITSMS concepts in day to day IT operations and to improve the quality of IT service provided to customers.

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Course Outline

- Introduction to Service Management
- The importance of Service Management
- Definition of a Service and Service Management
- The need for a service culture
- Service Management as a practice
- The Service Lifecycle
- Objectives and business value for each phase of the lifecycle
- Main goals and value to the business provided by each lifecycle phase:
 - Service Strategy
 - Service Design

- Service Transition
- Service Operation
- Continual Service Improvement
- Key Principles and models of ITSM
- Types of service providers
- Five major aspects of Service Design
- Service V model
- Continual Service Improvement model
- Processes and Functions
- Characteristics of a process
- Objectives, business value, basic concepts, roles and interfaces of:
 - Service Portfolio Management
 - Service Level Management
 - Incident Management
 - Change Management
- Objectives and basic concepts of:
 - Demand Management
 - Financial Management
 - Service Catalogue Management
 - Availability Management
 - Capacity Management
 - Supplier Management
 - Information Security Management
 - IT Service Continuity Management
 - Service Asset and Configuration Management
 - Release and Deployment Management
 - Event Management
 - Problem Management
 - Request Fulfillment
 - Access Management
 - The 7 step improvement process
- Overview of the functions:
 - Service Desk
 - Application Management,
 - Operations Management
 - Technical Management
- Organization structure and key roles
- Understand the basics of ISO 20000 & how it relates to ITIL

The course would include a **mock test** conducted at the end of the program. Detailed course agenda would be circulated before the training.