



To train the participants to know, comprehend and develop the ITIL® V3 implementation with the development of practical exercises based on several case study



Course Description

This training course trains the participant to know and comprehend the different elements related to ITIL® V3 implementation, providing practical exercises which strengthen and provide examples of the concepts exposed by the trainer.

Is ideal for IT professionals which wish to implement ITIL® V3 and who have doubts about Where to start?, Which one is the sequence of the processes to be implemented?, among others



Objectives

TO provide knowledge and comprehension of the different elements related with the ITIL® V3 implementation. The following topics will be treated:

- Determining the Benefits for the Business
- Vision
- Evaluation
- To define the ITSMS
- ST processes as Coordinators/Drivers
- SO processes as IT face before the Customer
- SD processes Adding Value to the IT Service
- Service Catalogue, SLM and Service Desk
- Implementation



Audience

This training course is aimed to:

- CIOs who need to see the big picture of Implementing ITIL® V3.
- IT Managers who need an ITIL® V3 implementation strategy.
- IT Professionals who need or want to implement ITIL® V3 within their work.
- An overall knowledge of ITIL® V3 and IT Service Management processes is expected.



Prerequisites

This training course does not have any prerequisites established which need to be covered before taking it, however, it is recommended to have coursed the ITIL® Foundation.



Course Characteristics

The training course has the following characteristics:

- Is structured in thematic units, each of them presents a part of the theory followed by practical exercises.
- The material used is in Spanish and English and includes theory, practical exercises and complementary information.
- An assistance certificate is delivered.
- Has a duration of 2 days.
- Has a minimum capacity of 4 and a maximum of 25 participants.



Topics

The list of topics is the following:

1. Determining Business Benefits
 - Benefits
 - Certifications
2. Vision
 - Business Case
 - Defining Scope
3. Evaluation
 - Gaps: Processes, Technologies, Organization, Governance
 - Key Actions for the gaps closure
 - Short term achievements
4. Planning
 - Implementation plan and program
5. Defining SGSTI
 - Process design
 - Allocation of Roles
 - Selection of Tools
 - Communication and Awareness
 - Templates, Forms and Reports
6. Service Transition Processes as Coordinators/Drivers
7. Service Operation Processes as IT's Face to Customer
8. Service Design Processes Adding Value to IT Service
9. Service Catalogue, SLM, Service Desk
10. Implementation
 - Organizational Change
 - Training
 - Implementation
 - Governance
 - Recommendations

Our instructors are certified in different ITSM disciplines and have an extensive experience in:

- The design and implementation of IT processes and services, as much as private as in public field.
- The selection, implementation and configuration of tools which support the IT processes and which are the ones of most standing and acknowledgement in the market.
- Teaching various ITSM courses in the academic and professional field.

The participant receives a high quality, didactic material in Spanish and English.

Advantages offered by



More Information

For more information about this training course (dates, schedules, locations, costs, etc.) or any of the other ITSM training courses we offer, please contact us, we will be glad to assist you.

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