

# ITIL Service Management Essentials

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GWE10902

2 day

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Service Management Essentials is intended to introduce students to the essential concepts associated with the IT Infrastructure Library (ITIL) and prepare students to take the (optional) ITIL Foundations Certification Examination. ITIL is a set of books that provides comprehensive and interrelated codes of practice in achieving the efficient support and delivery of high quality, cost effective IT services. The ITIL Foundations Examination tests the candidate for an essential level of understanding of ITIL concepts.

## Prerequisites

While this course has no specific prerequisites, it is assumed that students will have a basic level of IT literacy.

## Course Summary and Lessons

### Lesson 1: Introduction to Service Management and ITIL

Topic 1A: Introduce IT Service Management

Topic 1B: Introduce ITIL Infrastructure Library publications

Topic 1C: Introduce ITIL Industry

### Lesson 2: ITIL Concepts and Terminology

Topic 2A: Service Level Management

Topic 2B: Financial Management for IT Services

Topic 2C: Service Desk

### Lesson 3: ITIL Concepts and Terminology

Topic 3A: Incident Management

Topic 3B: Problem Management

Topic 3C: Configuration Management

#### **Lesson 4: ITIL Concepts and Terminology**

Topic 4A: Change Management

Topic 4B: Release Management

Topic 4C: Capacity Management

#### **Lesson 5: ITIL Concepts and Terminology**

Topic 5A: Availability Management

Topic 5B: Security Management

Topic 5C: IT Service Continuity Management

#### **Lesson 6: ITIL Summary**

Topic 6A: ITIL Program Summary

Topic 6B: ITIL Foundations Certification Exam Preparation Lesson