

## Course Topic- ITIL

<b>Course Duration</b>	24Hrs
<b>Course Modularity</b>	30% Theory And 70% Practical

## Session Plan

### **Day 1**

- **Introduction**
- The ITIL framework - Mission, Objectives, Processes, Tools, Dependencies, Benefits, Costs and possible problems
- BSI code of practice and IT Infrastructure Library (ITIL)
- The total life cycle approach
- Control, Resolution, Release and Delivery Processes
- Configuration Management
- How to identify, control, account for and verify IT assets
- The configuration management database and its role in service management
- Service Desk and Incident Management
- How to manage and control incidents
- What is 'first-line incident support
- Customer, Supplier and Partners
- Problem Management
- How to isolate problems from incidents,
- Control problems and fix errors
- Third party supplier issues
- Pro-active and Re-active methods
- Change Management
- How to control changes through the stages of impact analysis
- Assess, Authorize, Prioritize, Schedule, Test and Implement Change
- Role of Change Manager
- Change Advisory Board using change methods
- Release Management
- How to store and release authorized software in centralized and decentralized environments

### **Day 2**

- Service Level Management
- How service level/operational requirements, catalogues, operational and service level agreements are developed.
- Supplier/Client Management issues.
- Availability Management
- How to improve service availability.
- Service/supplier chains.
- Planning and maintaining IT systems.
- Capacity Management
- How a capacity plan is created.
- Workload, Resource, Performance, Applications and Demand Management.

- Business Continuity and IT Service Continuity Management
- How a contingency plan is created.
- Why business continuity planning is vital.
- Typical risks to critical services.
- Risk management methods.
- Disaster recovery options.

### **Day 3**

- Mock Test – Service Delivery
- Mock Test – Service Support
- Exercises
- Practice examination
- Discussion
- Preparation for the ITIL Examination

### **Stationary Requirement-**

- Handouts of ITIL
- Notepads
- Pens
- Folders
- Case Studies