



ITIL V3 Awareness

Aligning IT With the Business

Course Overview

The TIL Awareness, a one-day seminar is designed for IT & Business Executives including IT professionals who wish to gain concise and fundamental understanding of the Service Management with the IT Infrastructure Library, ITIL best-practice framework. The course will also allow participants to simulate how each ITIL process might apply, operate and benefit your organisation.

Course Objectives

- High-level overview of the ITIL Framework including the processes within service lifecycle
- Understand the business benefits of implementing ITIL applicable to your organisation
- Recognised the need to exploit changes in technology and deliver business results through technology rather than with technology.
- Describe how IT Service Management can be adopted and adapted to your organisation

1-DAY Course Agenda

Quest—company profile and service overview

- IT Service Management and ITIL best-practice Overview
- ITIL Training Programs, certifications and qualification scheme.
- Connection between ITIL and ISO20000

Coffee Break

- ITIL Framework Overview. The Service Lifecycle Goals & Objectives
- ITIL Processes within The Service Lifecycle

Lunch

- Apply ITIL within your organisation and highlight quick-wins and long term benefits
- Plan for the execution of the ITIL Service Management processes: The Roadmap with phases and steps for success ITIL project implementation within your organisation

About ITIL

ITIL stands for the IT Infrastructure Library, published by the Office of Government Commerce (OGC) in Great Britain. ITIL is a series of published books that each cover a core essential area of IT Management. The publication provides a common ground for the different components within a business to discuss service management.

The ITIL V3 core publications are: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement

Price

90.00 JOD, inclusive course material, meals and beverage in comfortable training venue.

Payment Methods & Terms

- Payment Methods are: Bank money transfer or Cheques
- Full Payment to be received at least 14 days prior to the commencement of the course (unless otherwise announced by our office)
- Cancellation from candidates received less than 10 days prior to the commencement of the course will attract no refund, however, substitute candidates are acceptable
- In the circumstances of cancellation the event will either attract a full refund or transfer credit to the next scheduled courses

For Course Registration, quotation and/or obtaining more detail, Please do not hesitate to contact us

Shmeisani:

Al-Hussary Street - Anshassi Sq
P.O. Box 940314

Amman 11194 Jordan

Telephone: +962-65007335

Fax: +962-65007300

Email: info@eas-quest.com