

€ TRAINING

ITIL Lead Implementer



6 - 10 October 2024
Amman (Jordan)



ITIL Lead Implementer

REF: M2383 DATE: 6 - 10 October 2024 Venue: Amman (Jordan) - Fee: 3350 Euro

Introduction:

This program is a comprehensive training program designed to equip professionals with the knowledge and skills necessary to lead IT service management ITSM initiatives within their organizations. It will provide you with a deep understanding of the ITIL framework and guide you in implementing ITIL best practices effectively.

Program Objectives:

At the end of this program, the participants will be able to:

- Understand the ITIL framework and its importance in enhancing IT service management.
- Gain proficiency in leading and managing ITIL implementation projects.
- Learn to identify and prioritize service improvement opportunities.
- Develop skills to create and manage service strategies, designs, transitions, operations, and continual service improvement.
- Explore real-world case studies and best practices for ITIL implementation.
- Prepare for the ITIL Lead Implementer certification exam optional.

Targeted Audience:

- IT Managers and Directors.
- IT Service Managers.
- Project Managers.
- IT Consultants.
- Process Owners and Practitioners.
- IT Professionals aspiring to lead ITIL initiatives.

Program Outlines:

Unit 1:

Introduction to ITIL:

- Overview of ITIL and IT Service Management.
- Key ITIL Concepts and Terminology.
- ITIL Lifecycle Stages.
- ITIL Framework and Benefits.

Unit 2:

Service Strategy:

- Service Strategy Principles.
- Service Portfolio Management.
- Financial Management for IT Services.
- Demand Management.
- Business Relationship Management.

Unit 3:

Service Design:

- Service Design Principles.
- Service Level Management.
- Service Catalog Management.
- Capacity Management.
- Availability Management.
- IT Service Continuity Management.

Unit 4:

Service Transition and Service Operation:

- Change Management.
- Release and Deployment Management.
- Service Asset and Configuration Management.
- Event Management.



- Incident Management.
- Problem Management.

Unit 5:

Continual Service Improvement CSI and Exam Preparation:

- Principles of Continual Service Improvement.
- Key Performance Indicators and Metrics.
- CSI Models and Approaches.