

ITIL® V3 Overview

Course Objective

This course introduces delegates to the areas of ITIL that are relevant to their organisation. The course provides an overview of what ITIL actually is, what the benefits are, and how it is relevant to everyone delivering services to a customer.

Delegate Profile

This course is suitable for all levels of IT staff but being a non-technical course it is also suitable for non-IT staff whose effectiveness would be enhanced by a greater awareness and understanding of best practices in IT service management.

This course is also suitable for senior managers considering the introduction of ITIL Service Management into their organisation.

Topics Covered

The content of the course and the subject areas to be covered will be agreed prior to the event but main topic areas will be:

- Background to ITIL
- Service Desk
- Incident & Problem Management
- Change & Release Management
- Configuration Management
- Service Level Management

AFA's flexible approach to course content allows us to:

- Tailor the content of the course to match the client requirement
- Concentrate on the areas relevant to the organisation
- Ensure that the course provides maximum benefit
- Deliver key messages to staff and by doing so play a key part of an organisation's implementation communication and awareness campaign

Attendance on this course will enable participants to:

- Understand the key principles and terminology used within ITIL and IT Service Management
- Understand why ITIL is so important today
- Explain the key benefits of an IT Service Management based approach to Service Management
- Understand why ITIL (and which parts of ITIL) are being implemented within the organisation
- Become active participants in the implementation process

Trainer Profile

AFA's ITIL V3 training is delivered by fully accredited and highly experienced trainers. As well as being fully qualified, AFA trainers also have considerable experience of implementing the Best Practice approaches that we train delegates to use.

Duration

This is a one-day course nominally running between 10 a.m. and 4 p.m.

Course Arrangements and Cost

Included in the cost of the course are:

- Joining instructions
- Printed course material

The cost of an in-house event depends on location and delegate numbers. Please contact us for further information.

Why AFA?

Unlike other training organisations, which deliver a wide range of training events covering many unrelated topics, AFA's core business is based on the Best Practice methodologies. AFA trainers and consultants have served on the editing teams and review panels for all recent updates of the guidance manuals; several AFA consultants also act as examiners and assessors for one or more of the methodologies; AFA's managing director was commissioned by OGC to write 'Tailoring PRINCE2'.

For ten years AFA has specialised in providing consultancy and training services predicated on the Best Practice methods – ITIL service management, MSP™ programme management, PRINCE2 project management and M_o_R® risk management. Our ethos is to work with client organisations, retaining existing robust processes and further developing them in line with Best Practice guidance. Training events are also tailored to suit the current level of understanding within an organisation; a pathway of progression can be offered to allow understanding and skills to improve and grow. AFA has two main advantages over large consultancy and training organisations:

- We tailor our services to suit the client rather than relying on a set of 'products'
- We focus on the Best Practice methods rather than dabbling in many methodologies or offering a wide and disjointed range of training topics

AFA consultants regularly undertake review and development activities when the Best Practice methods are updated. AFA is currently working with TSO and other professional colleagues on the PRINCE2 Refresh.

Contact

To discuss your requirements in more detail contact Stuart Flatt at Stuart.Flatt@AFAProjects.com or on 01362 692973.