Training Objectives

The mission aims to provide the training "Awareness ITIL V3"

Results

During this mission, the following results will be delivered:

- Realization of 2 sessions of ITIL V3 awareness training.
- Training support in electronic format.
- Training report with the Director of the Information Systems and Organization Division.

Mission plan

- The "ITIL V3 awareness training" course is delivered as part of a structured day as follows:

First part (morning)

- General presentation of ITIL V3

- its objectives, its stakes, its interest as a reference for IT processes.

- its structure (Service Strategy, Service Design, Transition Service, Service Operation, Continual Service Improvement)

- its methods of implementation.

- Synthetic overview of all processes and vocabulary.

Second part (afternoon)

- Intermediate report and morning reminders.
- Key processes: Service level management, events, incidents, problems, queries, changes, releases, configurations, links to other processes.
- Practical cases.

Agenda

Steps	Detail	Deliverable
1. Preparation	- Programming sessions and training tools (rooms, equipment, ...) - Preparation, Printing exercise training materials.	- Supports and games exercises.
2. Training & Synthesis	- 2 sessions with 7 participants each. - Summary of the sessions with the Customer Manager.	- 2 awareness trainings. - Training report.

Training duration :

1 Day

Training place :

At your premises or at Easy's

Number of participants :

Maximum 8 participants