

ITIL TRAINING CONTENT

1. Introduction to service management lifecycle
 - Principles of service management
 - The processes
 - Itil service life cycle
2. Service strategy
 - Introduction to service strategy
 - Key concepts of service strategy
 - Service strategy processes
3. Service design
 - Introduction to service design
 - Key concepts of service design
 - Service design processes
4. Service transition
 - Introduction to service transition
 - Key concepts of service transition
 - Service transition processes
5. Service operations
 - Introduction to service operations
 - Key concepts of service operations
 - Service operations processes
6. Continual Service Improvement
 - Introduction to CSI
 - Key principles and models of CSI