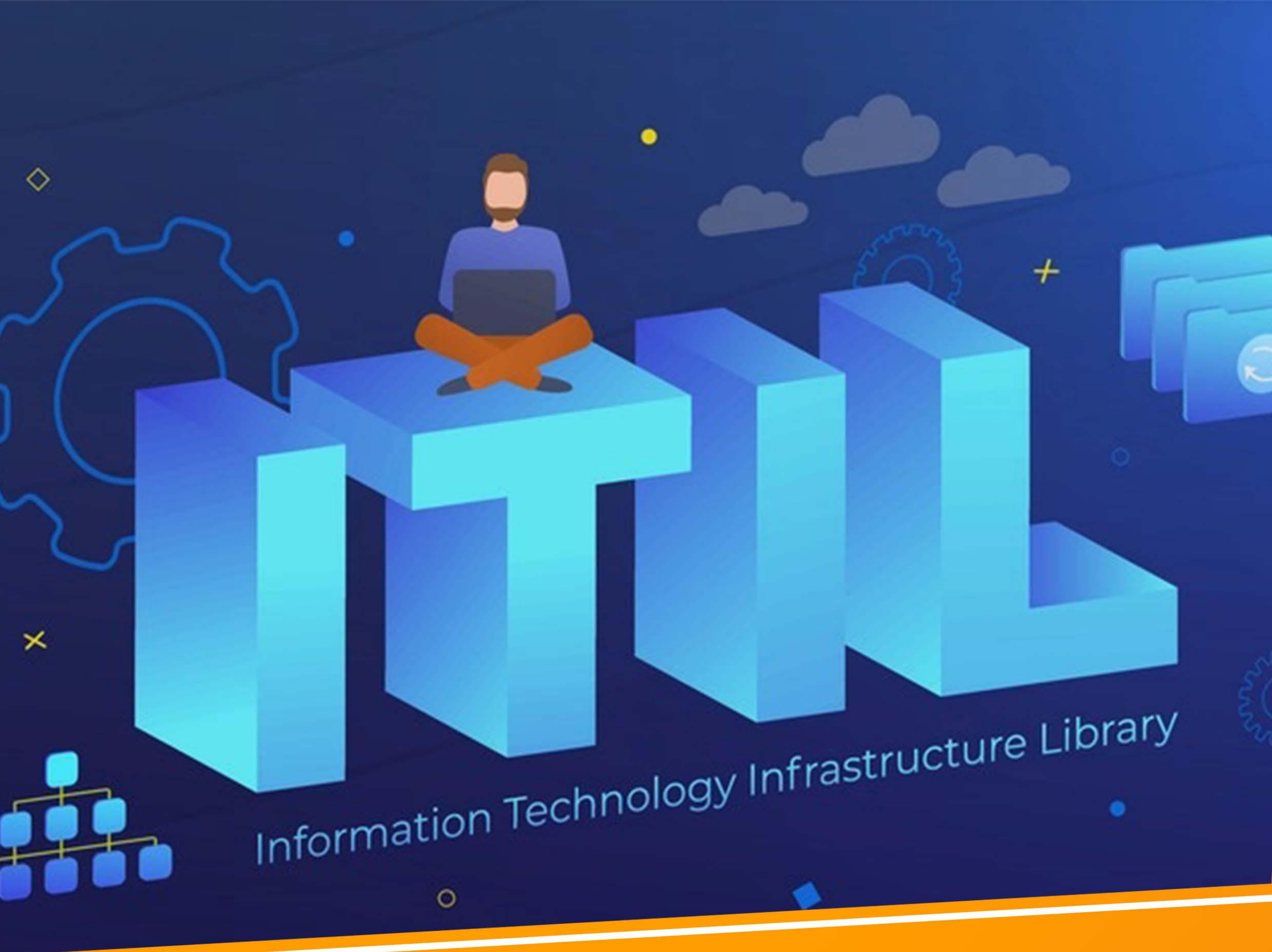


# ITIL



# ITIL





# About Course

**ITIL stands for Information Technology Infrastructure Library. The acronym was first used in the 1980s by the British government's Central Computer and Telecommunications Agency (CCTA) when it documented dozens of best practices in IT service management and printed them for distribution.**



# **ITIL**

## **CURRICULUM**

### **1 The Basic Key Definitions**

**Service**  
**Utility**  
**Warranty**  
**Customer**  
**User**  
**Service management**  
**Sponsor**

### **2 Describing Key Concepts Of Creating Value & Services**

**Cost**  
**Value**  
**Organization**  
**Outcome**  
**Output**  
**Risk**  
**Utility**  
**Warranty**



## ③ Describes Key Concepts Of Service Relationship

service offering

service relationship management

service provision

service consumption

## ④ ITIL Guiding Principles In An Organization

Focus on value

Start where you are

Progress iteratively with feedback

Collaborate and promote visibility

Think and work holistically

Keep it simple and practical

Optimize and automate

## ⑤ Understanding Four Dimensions Of Service Management

Organizations and people

Information and technology

Partners and suppliers

Value streams and processes

## ⑥ Learn The Purpose And Components Of The ITIL Service Value System



Describe the concept of the service value system

7

## **Key Activities Of The Service Value Chain And How They Interconnection**

Plan

Improve

Engage

design and transition

build and obtain

deliver and support

8

## **Recall The Purpose Of The Following ITIL Practices**

Information security management

Relationship management

Supplier management

IT asset management

Monitoring and event management

Release management

Service configuration management

Deployment management

Continual Improvement

Change enablement

Incident management



## 9 Learn About The Various ITIL Terms

IT asset  
Event  
configuration item  
Change  
Incident  
problem  
known error

## 8 Learn & Understand 7 ITIL Practices

Continual Improvement (including)- continual improvement model  
Change Enablement  
Incident Management  
Problem Management  
Service Request Management  
Service Desk  
Service Level Management



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