MERCURY

Information Technology Infrastructure Library (ITIL) Course

3 – 14 May 2027
London (UK)



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Information Technology Infrastructure Library (ITIL) Course

Ref: 15786_326809 **Date:** 3 – 14 May 2027 **Location:** London (UK) **Fees:** 9500 Euro

Introduction:

The Information Technology Infrastructure Library ITIL course introduces the ITIL framework, globally recognized as the best practice standard for IT service management. It is designed to help participants understand the key concepts, principles, and processes supporting IT services' alignment with business needs. ITIL focuses on improving efficiency, reducing costs, and enhancing customer satisfaction through a structured approach to managing IT services. Participants will gain foundational knowledge on how ITIL enhances the delivery and support of IT services within an organization, making it essential for IT professionals and service managers seeking to optimize IT operations and drive business success.

This Information Technology Infrastructure Library ITIL training focuses on the globally recognized ITIL framework. Participants will understand what it is and how it enhances IT service management. They will explore ITIL standards, the structure of the ITIL framework, and practical applications to optimize IT operations and aim to achieve ITIL certification. It covers key concepts and practices of ITIL, answering questions like "What is Information Technology Infrastructure Library ITIL?" and its role in aligning IT services with business objectives. They will gain valuable insights to excel in their careers by mastering ITIL Information Technology Infrastructure Library principles and securing their ITIL certification.

Targeted Groups:

- IT Managers and Leaders.
- IT Service Delivery Professionals.
- System Administrators.
- Network Engineers.
- IT Consultants.
- Project Managers.
- Business Process Analysts.
- Help Desk and Support Staff.
- Quality Assurance Professionals.
- IT Governance Professionals.

Course Objectives:

At the end of this Information Technology Infrastructure Library ITIL course, the participants will:

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- Understand the core concepts and principles of ITIL.
- Learn how to align IT services with business objectives.
- Gain insights into the ITIL service lifecycle and its stages.
- Develop skills for improving IT service delivery and support.
- Implement best practices for incident and problem management.
- Enhance knowledge of change, release, and configuration management.
- Master the use of service level agreements SLAs to manage expectations.
- Apply continuous improvement techniques to optimize IT processes.
- Build a foundation for IT service governance and compliance.
- Prepare for ITIL certification and professional advancement.

Targeted Competencies:

By the end of this Information Technology Infrastructure Library ITIL training, the participant's competencies will:

- IT Service Management.
- Incident and Problem Management.
- Service Level Agreement SLA Management.
- Change Management.
- IT Operations and Support.
- Process Optimization.
- IT Governance and Compliance.
- Risk Management.
- Continuous Improvement.
- Customer Satisfaction and Service Delivery.

Course Content:

Unit 1: Introduction to ITIL and IT Service Management ITSM:

- Overview of ITIL and its evolution.
- Understanding the ITIL framework and its components.
- Key concepts and terminology in IT service management.
- The role of ITIL in optimizing IT services for business success.
- Benefits of adopting ITIL in modern IT environments.

Unit 2: ITIL Service Lifecycle and Key Processes:

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- Detailed exploration of the five stages of the ITIL service lifecycle.
    - Service Strategy: Defining service offerings and customer value.
    - Service Design: Planning and designing effective IT services.
    - Service Transition: Managing change and deploying new services.
    - Service Operation: Ensuring efficient and reliable service delivery.
    - Continual Service Improvement CSI: Driving continuous optimization.
- Understanding the relationship between lifecycle stages.
- Key processes in each stage and their objectives.

Unit 3: Service Strategy and Service Design:

- Principles of service strategy and how to align IT with business goals.
- Developing service portfolios and managing service demand.
- Designing services that meet business requirements and customer expectations.
- Capacity management and availability management principles.
- IT security management and its role in service design.

Unit 4: Service Transition and Service Operation:

- Managing service transitions for minimal disruption.
- Change management best practices and tools.
- Configuration management and maintaining accurate service records.
- Incident management: Resolving issues efficiently and minimizing impact.
- Problem management: Identifying and addressing root causes of incidents.
- Operational activities in day-to-day IT service management.

Unit 5: Continual Service Improvement CSI:

- Understanding the purpose of continual service improvement.
- Techniques for measuring and improving IT service performance.
- Key performance indicators KPIs and service level management.
- Applying the Deming Cycle Plan, Do, Check, Act to drive improvement.
- Leveraging feedback and data to refine IT processes.

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Unit 6: Incident Management and Problem Management:

- Understanding the difference between incidents and problems.
- The incident management process: Minimizing service disruptions.
- Problem management: Identifying and resolving the root causes of incidents.
- Proactive vs. reactive problem management techniques.
- The role of the service desk in incident management.
- Tools and techniques for managing incidents and problems effectively.

Unit 7: Change Management and Release Management:

- Introduction to change management and its importance in IT services.
- Types of changes: Standard, normal, and emergency changes.
- Change advisory board CAB and its role in approving changes.
- Managing risks and impacts of changes on IT services.
- Release management: Planning and controlling the deployment of changes.
- Coordinating with development, testing, and deployment teams.

Unit 8: Service Level Management and SLA Development:

- The purpose of service level management SLM in ITIL.
- Creating and managing Service Level Agreements SLAs.
- Defining and monitoring key performance indicators KPIs for services.
- Establishing operational level agreements OLAs and underpinning contracts UCs.
- Reviewing and improving SLAs based on service performance data.
- Ensuring customer satisfaction through effective service level management.

Unit 9: Configuration Management and Asset Management:

- Understanding the configuration management database CMDB and its role.
- Maintaining accurate configuration records and relationships.
- The importance of tracking IT assets and their lifecycle.
- Aligning configuration and asset management with other ITIL processes.
- Best practices for asset and configuration control.
- Using automation tools to enhance configuration and asset management.

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Unit 10: IT Governance and Compliance in ITIL:

- Defining IT governance and its significance in ITIL.
- Implementing IT governance frameworks within an organization.
- Ensuring compliance with industry standards and regulations.
- Aligning IT service management with business governance objectives.
- Managing risks and ensuring accountability in IT service delivery.
- Continual improvement in governance and compliance through ITIL practices.