



ITIL® for Executives HF411S

This half-day course provides an executive overview of IT service management. The course gives a general overview of the ITSM lifecycle based on the 2011 Edition of the IT Infrastructure Library (ITIL®) and goes on to discuss the benefits of service management and surrounding management issues.

ITIL® for Executives

Price USD \$199

Links to local schedules, pricing and [US/Canada](#)
[Mexico/Latin America](#)
[Brazil](#)

HP course # HF411S

Category ITIL

Duration 4 hours

Audience

This course is designed to be adaptable to fulfill the needs of two audiences:

- IT Executives, Senior IT Managers or Sales Executives who need to have a broad yet focused understanding of ITIL service management, but who do not have the time to devote to longer training sessions
- Executives, Senior IT Managers, other IT employees, or involved personnel whose organization is in the process of implementing ITIL and need a broad understanding of the processes, terminology and concepts of ITIL, but who do not have the time or need to devote to longer training sessions

Prerequisites

- Basic IT knowledge would be helpful but not essential

Course objectives

The ITIL Executive Overview seminar is an ideal tool for those who want to review the benefits of ITIL and get organizational buy-in or understand the basic concepts and terminology during an ongoing implementation. As a result of the seminar participants should be able to:

- Understand how Service Management can facilitate the alignment of IT process to business objectives
- Understand the ITIL Service Management model sufficiently to be able to discuss how it fits or could be adapted to their organization
- Make high-level go/no-go decisions
- Discuss options for next steps

Benefits to you

- Gain a basic understanding and benefits of ITIL® Service Management in only half a day
- Gain support from all levels of management
- Gain the necessary knowledge to make better decisions

Next steps

- ITIL® Foundation for IT Service Management (HF421S)

Course outline

Introduction to ITIL®

Service Management as a Practice

Service Lifecycle stages

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Technology and Architecture

Conclusion

- Where do we go from here?
- Hurdles and final thoughts

Learn more at

hpe.com/us/training/itil

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