



# ITIL® Service Management Awareness HF412S

This 1-day course provides an introduction to IT service management. The course gives a general overview of the ITSM lifecycle based on the 2011 Edition of the IT Infrastructure Library (ITIL®). It is ideal for staff who might be involved in the periphery of IT Service Management, or those who are new to the topic needing a broad, brief introduction and understanding of the benefits to be gained from implementing service management.

## ITIL® Service Management Awareness

**Price** USD \$500

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

**HP course #** HF412S

**Category** ITIL

**Duration** 1 day

## Audience

- The course is suitable for relatively large numbers and might be used to engender an initial understanding of IT service management amongst groups of implementation or project staff.
- The course may also be of value to managers wishing to obtain a broad, yet focused overview of IT service management – the course can be tailored to address any particular concerns.

## Prerequisites

- Basic IT knowledge would be helpful but not essential.

## Course objectives

- Gain a high-level understanding of the objectives and scope of IT service management, as described by ITIL.
- Understand the benefits of using a service management approach to improve the way in which services are delivered.

## Next steps

- UC411S: IT Governance Awareness
- H9P61S: DevOps Awareness
- H9P64S: IT4IT™ Awareness
- H9P66S: SIAM Awareness
- H9P67S: Project Management Awareness
- H9P70S: Security Awareness

## Course outline

- Course Introduction
- 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
  - Summary of lessons learned
  - Where do I go from here?

Learn more at

**[hpe.com/us/training/itil](http://hpe.com/us/training/itil)**

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